



COLLEAGUE HANDBOOK

—
Wimbledon 2023



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WELCOME TO THE CHAMPIONSHIPS



Hi, I'm Michelle Dite, the Operations Director at the All England Club. It's great to have you on board and I hope this year's Championships will be hugely rewarding for you, both personally and professionally.

When the Qualifying Competition begins on 26 June, it will mark 350 days since the final ball of last year's Championships was struck. On 10 July 2022, Novak Djokovic was crowned Gentlemen's Singles Champion for the seventh time and the day before that, Elena Rybakina took home her first Grand Slam title in the Ladies' Singles.

Each year we strive to improve our guest experience and there will be a number of changes implemented for 2023. These include improvements to our Qualifying Competition facilities, enhancements to the Southern Village for our ticket holders and a new purpose-built Media Pavilion. On court, the Gentlemen's Doubles format has been shortened to best-of-three sets and play on No.1 Court on the final weekend of The Championships will be brought forward to 11am allowing us to increase visibility of the Wheelchair and Quad Wheelchair events.

More than 7,000 colleagues are involved in bringing The Championships to life. This includes those working on the main site at the All England Club, those hosting practice at the Community Tennis Centre in Raynes Park and those based at Roehampton for our Qualifying Competition.

Many of you will work in guest-facing roles, many will work behind-the-scenes. Some of you will be on-court with the players, others will be based around the Grounds or in an office. We are, however, all united by the same goal - to ensure that everyone walking through our gates has a truly memorable day.

We all have a vital role to play in achieving this goal and delivering the very best Championships. So, thank you to those of you who have worked tirelessly for the last year and thank you to those who have recently joined us.

Please take the time to read and digest the information in this handbook carefully. We have created it to help you enjoy your time as part of our team here at Wimbledon, while also delivering a first-class guest experience.

Have a fantastic Championships!



Michelle Dite
Operations Director

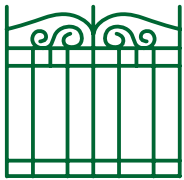
OUR VALUES

As a member of the Wimbledon family, we ask you to help us live by our values.

Our values guide us in our work, supporting us to focus not just on **WHAT** we do, but also **HOW** we do it. This ensures we make the right decisions for our colleagues, our organisation and ourselves, thinking about our behaviours and treating people with respect at **ALL** times.

The Wimbledon values are easy to remember as they spell out the acronym **H.I.R.E.**

HERITAGE



We are proud to work here.

Pride is something that you will hear people talk a lot about during your time working here. We all feel that we are part of something very special and whatever our role, we all contribute towards making The Championships a successful event.

INTEGRITY



Our actions are guided by our values.

Integrity is about doing the right thing and sometimes that isn't always the easiest thing. It's about putting our guests at the heart of our decision-making.

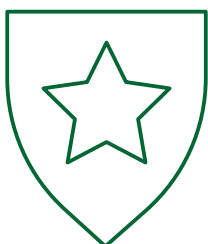
RESPECT



We trust and value each other.

It's not just about what we do, but how we go about it – how we treat people and the lasting impression they get from their interaction with us. We treat people with respect at all times, regardless of the situation.

EXCELLENCE



We always strive to improve.

It is also important that you take some time to remind yourself of your own personal values, and think of how you can align these with the Wimbledon values. This will help enable you to play your part in contributing to the success of The Championships.



Please watch the video below to find out more about the Wimbledon values.



THE WIMBLEDON WAY

GUEST EXPERIENCE AT WIMBLEDON

Everyone plays an important part in creating an outstanding Wimbledon experience. This applies just as much to those who work behind-the-scenes as it does to those who work in front of house roles.

THE WIMBLEDON WAY

The Wimbledon Way explains how everyone working here can deliver consistently excellent service to both guests and colleagues.



OUR COMMON PURPOSE

Our common purpose explains how we want our guests and colleagues to feel. It should inspire us all to take action and play our part in making the Wimbledon experience the best it can be.



**TOGETHER WE CREATE JOY AND EXTRAORDINARY
MOMENTS BY GIVING EVERYONE AN UNFORGETTABLE
WIMBLEDON EXPERIENCE**

OUR COMMON PURPOSE

OUR SERVICE STANDARDS

Our service standards help to bring our common purpose to life and allow us to be more specific about how we create joy for our guests. They are listed in priority order to help you make decisions in the moment.



Safety

Create a safe environment so that everyone feels comfortable at all times.



Courtesy

Actively engage with everyone to create joy through positive and respectful interactions.



Performance

Provide a world class experience, creating unforgettable moments for everyone.



Responsibility

Own your part of the experience representing Wimbledon's ambitions with integrity.

OUR SERVICE BEHAVIOURS

Our service behaviours bring our service standards to life. They set out the minimum expectations of how everyone should behave in relation to service. They are specific actions that we can all demonstrate and are observable, measurable and trainable.



Safety

- Provide confidence and reassurance to guests through our actions and communications.
- Encourage everyone to practice sensible and safe behaviours.
- Understand and follow all safety policies and procedures, and immediately report all concerns.



Courtesy

- Smile, approach and engage.
- Treat everyone as an individual and ensure they always feel welcome.
- Actively listen and act upon others' needs.



Performance

- Be prepared and knowledgeable about your area and beyond.
- Pay attention to details including your surroundings to exceed expectations.
- Collaborate as one team, enabling everyone to perform to the best of their ability.



Responsibility

- Lead by example and be accountable for your actions.
- Follow through on commitments consistently and ask for help when needed.
- Be mindful and respectful of your surroundings.

TRAVEL

GETTING TO WIMBLEDON

We recommend that you travel to work on foot, by bicycle or on public transport.

PUBLIC TRANSPORT

Please use the **TfL Journey Planner** to choose the best mode of transport.



Southfields Station (District Line)
- a 15 minute walk to the Grounds.



Wimbledon Station (District Line/
South Western Railway/London Trams)
- a 20 minute walk to the Grounds.



Wimbledon Park Station (District Line) -
a 25 minute walk to the Grounds.



A dedicated Championships bus service runs from Wimbledon Station to and from the Grounds. This is free for colleagues with a valid Championships accreditation pass. Please be considerate of other guests and make sure you join the back of the queue.

Return buses leave from outside Gate 11a on Somerset Road.

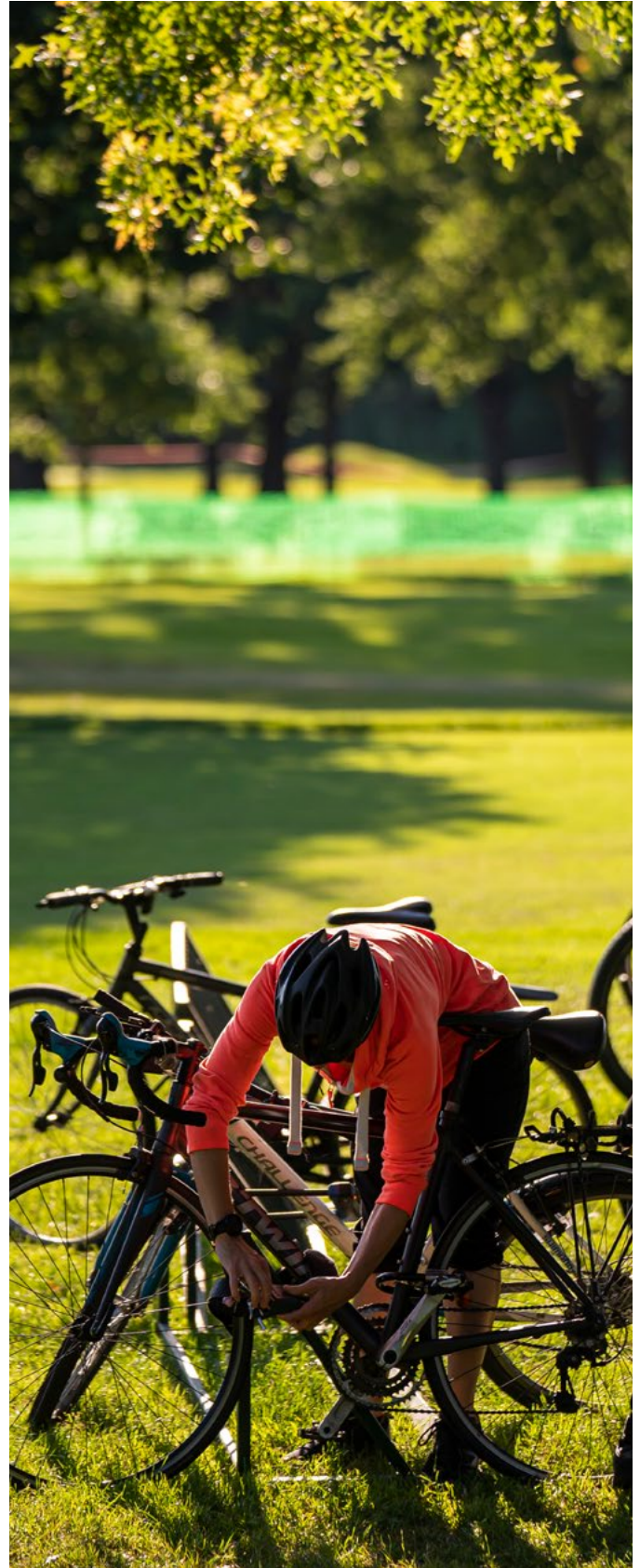
Please note the 493 TfL bus service does not stop outside the Grounds during The Championships.

CYCLING

- Colleague bicycle racks are available in Car Park 4 (entry from Somerset Road).
- Bicycles cannot be taken inside the Grounds and must not be chained to railings outside the Grounds or they will be removed.

WHERE TO ENTER THE GROUNDS

You can access the Grounds through Gates 1d, 3 (before 10am only), 4, 5 and 13.



TRAVEL TO WIMBLEDON QUALIFYING AND COMMUNITY SPORTS CENTRE

Bank Lane, off Priory Lane
Roehampton
London
SW15 5JQ

Please use SW15 5XZ for sat nav.

There is a shuttle service available for accredited staff that travels from the Grounds (Aorangi Pavilion) to the Qualifying site in Roehampton.

If you wish to cycle, bicycle racks are available. The closest station is Barnes Railway Station, which is approximately a 20 minute walk from the Grounds.

SECURITY CHECKS

Don't forget your accreditation pass as you will not be able to enter the Grounds without it.

Everyone will be searched upon entry and exit from the Grounds so please give yourself plenty of time. Bags should be no larger than 40cm x 30cm x 30cm and there are restrictions in place on what you can bring into the Grounds. You can see a full list of prohibited items [here](#).

Unless you have pre-arranged permission, any prohibited items inadvertently brought to The Championships will be confiscated upon entry.

Please do not remove anything from the Grounds that doesn't belong to you. The AELTC will take action in cases of theft of property.

When you have finished your shift, please exit the Grounds as soon as possible. Unless you have permission – or it is required in an emergency – you will be unable to remain within the Grounds outside your normal working hours or overnight.





THE CHAMPIONSHIPS 2023

TIMINGS

- 10am ● The Grounds open to the public
- 11am ● Play begins on outside courts
- 1pm ● Play begins on No.1 Court
(except for Finals weekend when play will commence at 11am)
- 1.30pm ● Play begins on Centre Court
(except for Finals weekend, when play will commence at 2pm)

ORDER OF PLAY

The order of play for the following day is available each evening after 8pm on the **Wimbledon App** or via **wimbledon.com**. The Referee may change the order of play during the day depending on the weather and the progress of matches on each court.



NEW FOR 2023

Each year we strive to improve the experience on offer at The Championships for all our guests. There are several changes in place around the Grounds this year. These include:

On Court

In discussion around how best to support women and girls competing at The Championships we have changed our white clothing rule. Female competitors are now able to wear mid/dark-coloured undershorts if they choose to do so.

The Gentlemen's Doubles format has been shortened from best-of-five sets to best-of-three bringing Wimbledon into line with the other Grand Slams.

Alongside the other Grand Slams and the Tours, Wimbledon will participate in a one-year trial of off-court coaching.

Environmental Sustainability

Our commitment to becoming Environment Positive by 2030 remains in sight and we have introduced a number of initiatives this year to help us reach this goal.

The most noticeable Environment Positive change will be on court. Working alongside evian, our Official Partner for the last 15 years, we are pleased to confirm the next step in our sustainability journey together is the pilot of an on-court refillable water solution, which will offer pure evian water for the players.

We will be providing players with reusable bottles that they can refill during their time at The Championships.

Throughout the Grounds, all our food menus will highlight the low CO2 dishes available, with emissions below 500g per portion. A QR code provides a link to more detail for guests seeking further information.

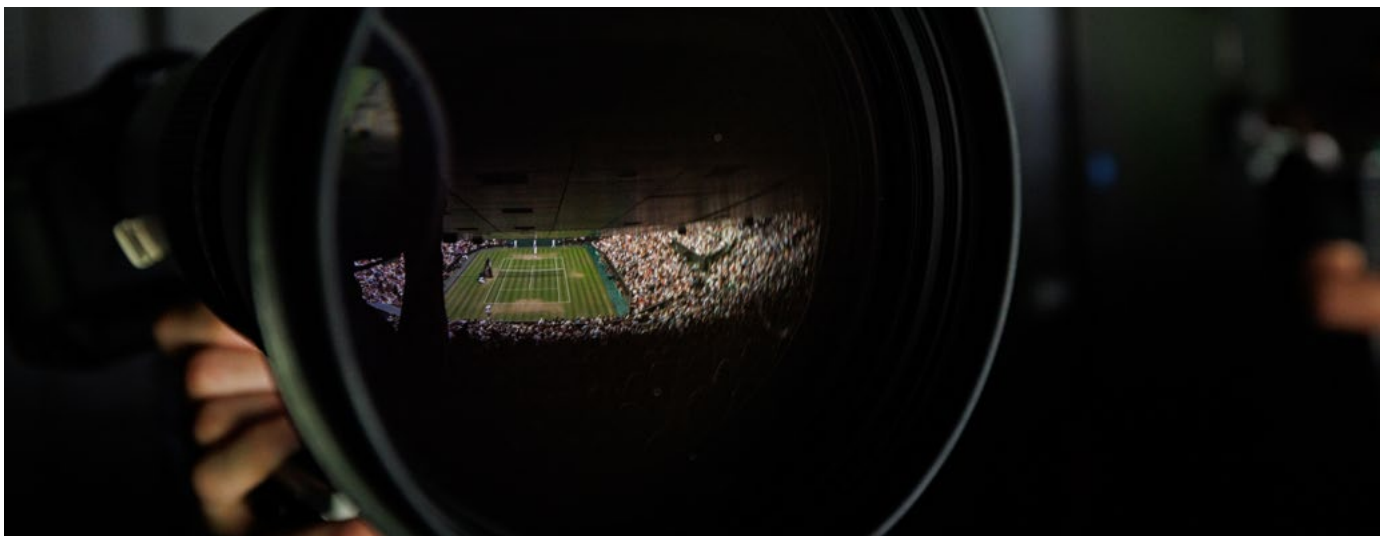
We want to make it easier for our guests to make informed choices when they visit Wimbledon, all the while tracking and reducing emissions associated with the food we prepare and serve.

Southern Village

A series of enhancements have been made in the Southern Village - the section of the grounds running between No.2 Court and the Rosewater Pavilion.

These include a large screen set up showing live tennis with deck chairs, weather shade and an improved food and drink offering alongside our exciting partner activation spaces. Find out more [here](#).

A new entry gate (Gate 11a) will be opened in this space to ease the flow of guests into the Grounds.



ENVIRONMENT POSITIVE EVERY DAY: LET'S MAKE A DIFFERENCE TOGETHER

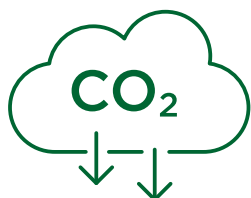
At Wimbledon, we have a responsibility to protect and preserve the environment we all depend on. It's important to us and we know it matters to you too.

What is the AELTC doing?

Environment Positive is our sustainability aim and a mindset we want to adopt, so that over time all actions we take are guided with **Environment Positive in mind**.

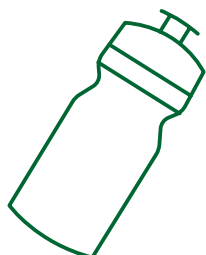
What does Environment Positive Every Day mean for me and what can I do?

We would like you to join us in taking Environment Positive actions when you come to Wimbledon so that together, we add to a growing community of Environment Positive champions.



Cut Your Carbon

- Be an active traveller and leave your car at home. Use public transport, walk or cycle to the Grounds.
- Look out for the 'low CO2' icon on menus around the Grounds and enjoy lower carbon food.



Reuse & Avoid Waste

- Refill your water bottle at a refill point around the Grounds.
- Return your reusable drinks cup so it can be used again. In addition, guests can choose to donate the £1 reusable cup deposit to the Wimbledon Foundation by placing their cup in one of the bespoke charity return points.
- Recycle empty plastic containers, bottles, card, cans and glass in the facilities provided.



Your role as an Environment Positive ambassador

- Lead by example.
- Know what can be recycled.
- Guide guests to water refill points.
- Support the reusable cup scheme.
- Keep the Grounds clean and tidy.

Tell us about your Environment Positive actions using the hashtag
#GreenAtWimbledon

Be an Environment Positive champion!

Find out more at [wimbledon.com](https://www.wimbledon.com)

ACCESSIBILITY

We want The Championships to be open, welcoming and an inclusive environment for all who work for us, engage with us and visit us.

This includes offering an inclusive and equal experience for guests with additional needs.

In the UK, one in five people are disabled; 80% of these people have a non-visible disability.

We provide a dedicated Accessibility Services Team who are based at the Accessibility Services Point on the Southern Concourse and are available to provide assistance to any guests requiring it. They can also be contacted via the Operations Centre.

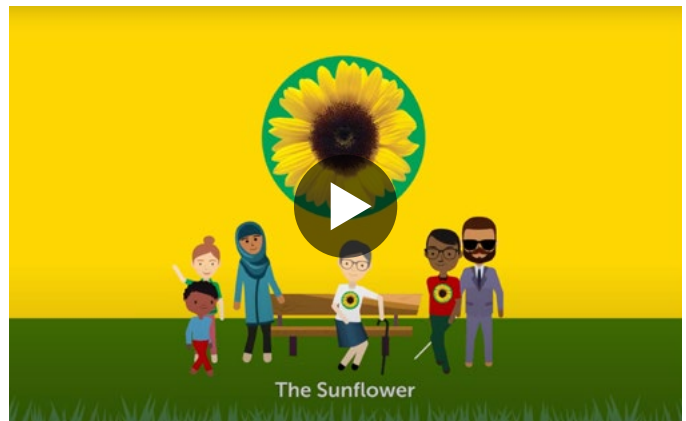
Tips for interacting with guests with disabilities

- See the guest and not the disability.
- Offer assistance. Wait until it is accepted and provide help in the way the guest requests. Don't be offended by a refusal for assistance.
- Listen closely and give the guest time to explain – listen to what the guest is asking for.
- Don't make assumptions: remember that a disability may not be immediately obvious (e.g. anxiety, autism, diabetes or epilepsy).
- Talk and act normally, smile and make eye contact.
- Be patient and show respect.
- Don't lean on a guest's wheelchair or other mobility device.
- Position yourself at a wheelchair user's eye level or stand back a little.

Non-visible Disabilities

The AELTC is pleased to support the Hidden Disabilities Sunflower Lanyard Scheme. The Hidden Disabilities sunflower lanyard is green with yellow sunflowers. It discreetly indicates that the wearer, or someone with them, needs additional support, help or a little more time.

Sunflower lanyards are available from the Accessibility Services Point on the Southern Concourse.



To read more about the Hidden Disabilities Sunflower Scheme click [here](#).

For more information, please refer to our Accessibility Guide, which is designed to help anyone with accessibility requirements.

DOWNLOAD THE
ACCESSIBILITY GUIDE



VIEW OTHER DETAILED
ACCESS GUIDES





WIMBLEDON FOUNDATION

The Wimbledon Foundation is the charity of the All England Club and The Championships and its mission is to champion opportunity for all.

The Foundation donates more than £3 million a year towards local, national and international charities in line with its four goals: strengthening the local community, promoting healthy and active lives, inspiring the next generation and responding in times of need.

By scanning their ticket as they leave the Grounds to be resold at Ticket Resale, or by depositing their reusable cup in one of the charity collection points, guests are enabling the Foundation to make a positive difference to people's lives.

The activities of the Wimbledon Foundation are in addition to the large majority of the financial surplus from The Championships being passed to the LTA for the development of tennis at all levels in Britain.

For more information, please visit [wimbledon.com](https://www.wimbledon.com).



YOUR WIMBLEDON JOURNEY

ALWAYS REMEMBER

- The Wimbledon Values – **H.I.R.E** (Heritage, Integrity, Respect & Excellence).
- We want all our guests to have an outstanding experience at Wimbledon and you can make a real difference to someone's day.
- **Our service vision:** Together we create joy and extraordinary moments by giving everyone an unforgettable Wimbledon experience.
- You are representing Wimbledon whilst at work, so please behave responsibly and professionally.

01

ARRIVING AT WORK

- Stay home if you are unwell, and if you have suffered from diarrhoea or vomiting, you must stay home for 48 hours after symptoms have abated (72 hours for staff in our clinical services team). Please notify your line manager immediately.
- Please arrive in good time, ready for work.
- Don't forget your accreditation pass. It will provide you with access to the Grounds and to the areas needed for your role. It does not provide access to courts or courtside seating.
- Only bring with you items absolutely necessary for your shift.
- Your line manager will tell you if you can arrive in your uniform, but remember, please don't wear your accreditation pass until you are about to enter the Grounds.
- You can access the Grounds through Gates 1d, 3 (before 10am only), 4, 5 and 13.





02

WORKING AT WIMBLEDON

- This is a cashless event, so please bring a credit/debit card.
- Keep your uniform clean, ironed and presentable.
- If you are going to be outside all day, remember to bring sunscreen and wet weather items.
- Take your breaks and stay hydrated.
- Refer any media enquiries to the Communications Team on **020 8971 2529**. If you are unsure, speak to your line manager.
- Do not post photos of your accreditation, uniform or back-of-house working areas on social media. Colleagues must not ask players or guests for autographs or selfies. **Breaches of this advice may result in withdrawal of your accreditation.**

03

FOOD & DRINK

- Your line manager will notify you of the food and drink outlets you may use.
- Your food allowance is linked to your accreditation pass which can be used to purchase food and drink in your allocated dining area.
- All colleague-only dining spaces are available to their allocated groups throughout the day and offer breakfast, lunch and dinner. Given the variable shift patterns and working hours, these dining spaces will serve food continuously during their opening hours.





04

LEAVING THE GROUNDS

- Take all your belongings with you.
- Don't forget to scan your pass with security on exit.
- Remove your accreditation once outside the Grounds.
- Please don't wear your uniform outside work.



What you think matters and we value your feedback, so please discuss any issues with your line manager.

For operational feedback and suggestions on how we can make The Championships more enjoyable for everyone, please let us know [here](#).

MAPS

The **Grounds Map** showcases the different zones of the Grounds and facilities available in each.

The **Southern Village Map** highlights the various fan experiences, partner activations, large screen, shaded areas and shopping outlets available there.

Seating plans for Centre Court and No.1 Court can be found **here**. Please bookmark this page on your phone if your role requires you to access this information regularly.

You can also use the interactive map in the Wimbledon App or visit **wimbledon.com** to see all our maps.





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.



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. 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

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



GUEST DIRECTORY

AORANGI

RETAIL & SERVICES

Aorangi Express Shop

A selection of bestselling items from the Official Wimbledon Shop.

Barclays Fanzone

Get closer to the action at the Barclays Fanzone in Aorangi, with Barclays meet and greet sessions, and your chance to experience Wimbledon greatness.

PLACES OF INTEREST

Players' Practice Courts

Get up close and see if you can spot your favourite players honing their skills on the practice courts.

Jaguar

Visit Aorangi to explore the all-electric Jaguar I-Pace, used in the official Wimbledon courtesy fleet as part of our Environment Positive commitment.

Serving Ace Meeting Tree

This sculpture by Mark Reed was born out of his study of players serving at The Championships.

CENTENARY GARDEN

FOOD & DRINK

Centenary Brasserie

Table service restaurant offering a seasonal menu in a relaxed brasserie environment.

Centenary Seafood Bar

Take in views across the Southern Grounds while enjoying the speciality seafood menu.

Centenary Coffee by Lavazza

Coffee lovers can enjoy full barista service and a wide menu of coffee recipes, from a cappuccino in the morning to an espresso martini in the afternoon.

Café Pergola

Enjoy a variety of hot and cold plates. Indoor and outdoor seating available.

Pergola Bar by Sipsmith

We are delighted to welcome you to sip in style and soak up the joys of Wimbledon. Whether you fancy a delicious gin and tonic in the sunshine, or a sensationally sippable spritz – we have the perfect range for you.

Champagne Lanson Bar

Enjoy a range of classic champagnes in the beautiful surroundings of the Centenary Garden.

THE HILL

FOOD & DRINK

Pimm's on The Hill

Savour a pre-mixed classic summer drink in the beautiful, floral surroundings of The Hill.

The Hill Bar

A variety of beers, wines, spirits and soft drinks.

The Hill Coffee by Lavazza

Coffee lovers can enjoy full barista service and a wide menu of coffee recipes while relaxing on The Hill.

The Hill Larder

A range of sandwiches, snacks, salads and soft drinks – and of course, our famous strawberries & cream.

The Official Sipsmith Swan Trikes

Sipping in style around The Championships has never been so easy – look out for the iconic copper trikes where you can pick up a perfectly crafted gin and tonic to sensationally sip on the go.

RETAIL & SERVICES

Large Screen Express Shop

A selection of bestselling items from the Official Wimbledon Shop.

Ticket Resale

After 3pm purchase returned Show Court tickets, subject to availability, for a nominal charge in aid of the Wimbledon Foundation.

PLACES OF INTEREST

Alchemilla Sculpture

This 2016 sculpture by William Pye contributes to The Grounds' 'English garden' atmosphere.

Large Screen

Be part of the action on The Hill and enjoy every moment on an impressive scale.

Orchard

A historic grove of ornamental fruit trees offering a quiet place to enjoy the Grounds' natural surroundings.

PARKSIDE

FOOD & DRINK

Parkside Kitchen

The perfect spot for a relaxed lunch in this informal waiter-service restaurant. Hot and cold dishes available.

Parkside Food Market

A variety of hot food options to take away and enjoy in the Grounds.

Parkside Larder

A range of sandwiches, snacks, salads and soft drinks – and of course, our famous strawberries & cream.

Parkside Bar

Take a break and relax with a choice of beers, wines, spirits and soft drinks.

Parkside Picnics

Collection point for pre-booked Wimbledon Picnics. A selection of snacks, drinks and ice cream is also available.

RETAIL

No.1 Court Wimbledon Shop

The largest of the Official Shops, stocking the full range of apparel, accessories, homewares, rackets and bags – as well as the famous Wimbledon towels.

PLACES OF INTEREST

Barclays Clubhouse

Head to the Barclays Clubhouse at Parkside for the chance to win tennis, football and entertainment prizes with exclusive customer perks.

OPPO Inspiration

Experience the latest photography capabilities of our Official Smartphone and learn more about the image technology in use at Wimbledon.

SOUTHERN VILLAGE

FOOD & DRINK

Pizzeria

Hand-stretched, stonebaked pizzas to take away or enjoy relaxing in the Southern Village.

Southern Village Larder

A range of sandwiches, snacks, salads and soft drinks – and of course, our famous strawberries & cream.

Southern Village Bar

A variety of beers, wines, spirits and soft drinks.

The Official Sipsmith Swan Trikes

Sipping in style around The Championships has never been so easy – look out for the iconic copper trikes where you can pick up a perfectly crafted gin and tonic to sensationally sip on the go.

The Café at Ralph Lauren

New to the Southern Village in 2023, The Café at Ralph Lauren offers an in-store experience, providing a range of small bites and light refreshments.

RETAIL

Used Balls

Take home some used tennis balls straight off the courts from this year's Championships.

Ralph Lauren Store

Shop the Wimbledon collection from our Official Outfitters and create your own personalised product.

PLACES OF INTEREST

American Express Fan Experience

Fun and interactive experience next to Gate 11a in the Southern Village for all guests.

American Express Cardmember Lounge

An exclusive area next to Gate 12 for Cardmembers to relax and recharge.

Babolat Experience

Experience the art of racket stringing with our Official Stringer.

Vodafone Connection Experience

Discover how our Official Connectivity Partner is helping tennis fans feel the connection through their reliable, award-winning network.

Large Screen

Relax in a deckchair in front of this new 2023 addition.

Quiet Room

A peaceful room to think, pray, meditate, or simply just be present in the moment.

TEA LAWN

FOOD & DRINK

Tea Lawn Larder

Range of sandwiches, snacks, salads and soft drinks – and of course, our famous strawberries & cream.

Strawberries & Cream

Wimbledon's famous strawberries & cream. Enjoy with dairy or plant-based cream.

Long Bar by Stella Artois

Stella Artois invites you to experience the perfect serve at the Long Bar.

Tea Lawn Bar

A variety of beers, wines, spirits and soft drinks.

Pimm's Bar on the Tea Lawn

Enjoy one of our classic summer drinks, garnished with fruit and of course a sprig of mint.

RETAIL

Wimbledon Shop

Located at the entrance to the Wimbledon Museum and stocking a wide selection of apparel, accessories and homewares.

Centre Court Wimbledon Shop

Home of the Polo Ralph Lauren collection, as well as a range of Wimbledon apparel and accessories including the famous Wimbledon towels.

PLACES OF INTEREST

Wimbledon Museum

Visit this year's exhibition, Michael Cole: Capturing the Moment, to see some of the most iconic images in the history of The Championships. See the trophies and explore objects and outfits from famous players past and present.

Fred Perry Statue

David Wynne's 1984 sculpture commemorates the 50th anniversary of Fred Perry's first Gentlemen's singles title.

IBM Experience

Learn about the technology in place at Wimbledon, including the latest innovations for this year's Championships.

WALLED GARDEN

FOOD & DRINK

Walled Garden Food Market

A variety of hot food options to take away and enjoy in the Grounds.

Walled Garden Larder

A range of sandwiches, snacks, salads and soft drinks – and of course, our famous strawberries & cream.

Walled Garden Bar

A variety of beers, wines, spirits and soft drinks.

The Official Sipsmith Swan Trikes

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PLACES OF INTEREST

Wimbledon Foundation

Visit the Wimbledon Foundation Kiosk to take a photo on 'Centre Court', pick up an Explore Wimbledon activity booklet and find out more about how we champion opportunity for all.

Rose Arbour

Sit and savour the beauty of Wimbledon's renowned floral displays, including two varieties of climbing rose.



AELTC ROEHAMPTON



QUALIFYING COLLEAGUE MAP

KEY

	Toilets		BBG Coach Drop-off / Pick-up
	Accessible Toilet		Cycle Parking
	Information		Wimbledon Shop
	Lost Property		Players' Toilets
	Bottle Refill		Players' Dining
	First Aid		Player's Transport Drop-off / Pick-up
	Food & Drink		

CLUBHOUSE

Players' Dining	GF
Players' Dressing Rooms	GF
Colleague Offices	L1

SPORTS COMPLEX

Colleague Welfare	GF/L1
Players' Gym	L2

NATIONAL TENNIS CENTRE

Players' Medical Rooms
Learning Tennis Activity



AELTC RAYNES PARK

WHERE WE ARE

The All England Lawn Tennis Club Community Tennis Centre is located at:

170 Grand Drive
Raynes Park
London
SW20 9NB

VISITING US

The All England Lawn Tennis Club Community Tennis Centre is approximately a 20 minute walk from Raynes Park mainline train station.

Car parking is available, including electric vehicle charging points. There is cycle parking for those who wish to come on two wheels; please remember to bring your own lock.

KEY

	Toilets
	Accessible Toilet
	Changing Place
	Changing Rooms
	Food & Drink
	Reception
	Accessible Parking
	Bicycle Parking
	Car Parking
	EV Charging and Parking
	Taxi Drop-off



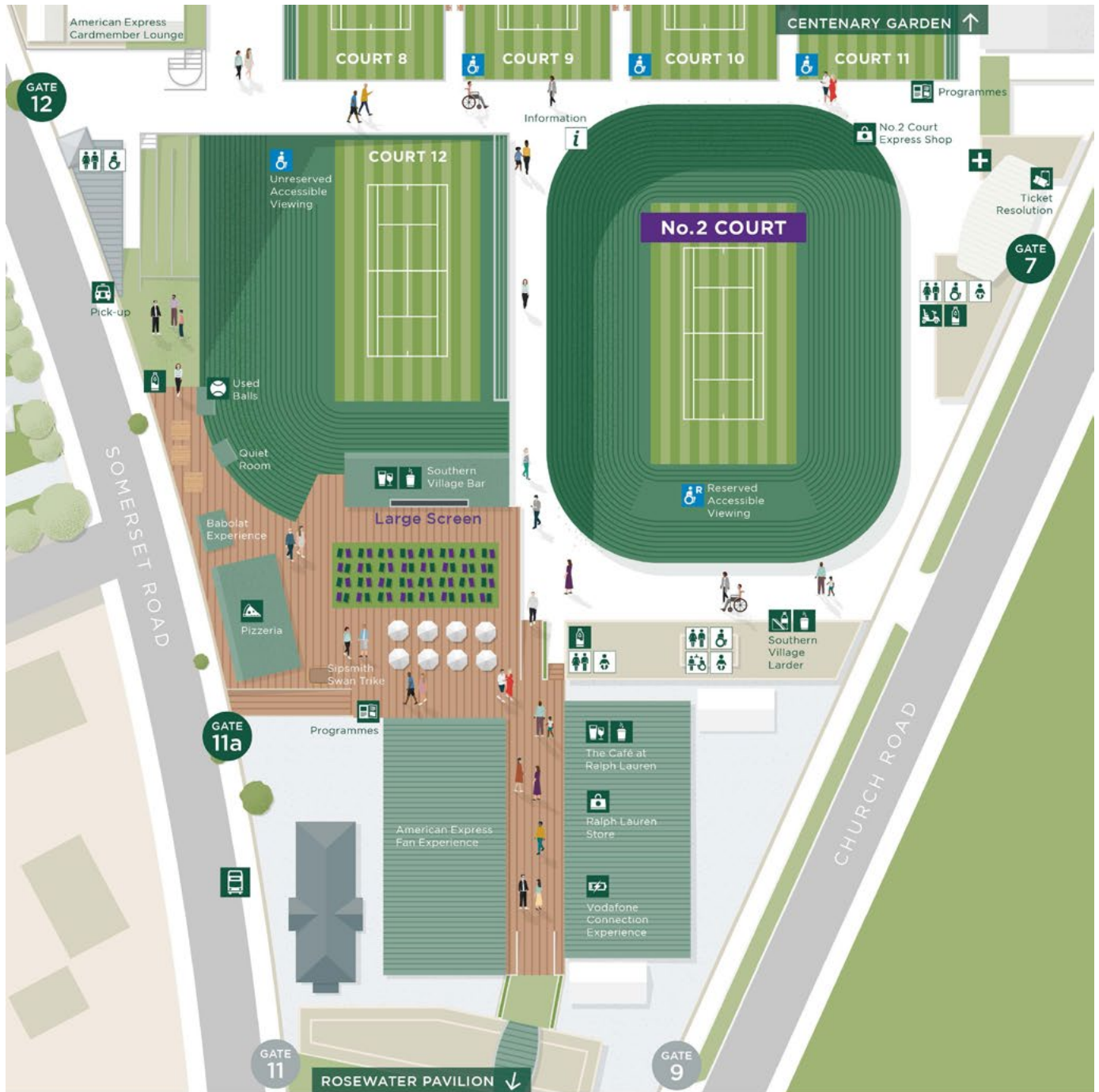


AELTC WIMBLEDON PARK





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

GUEST SERVICES



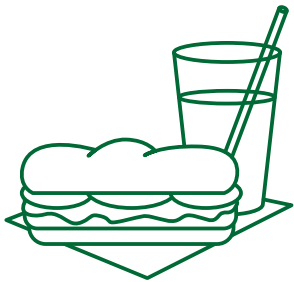
Conditions of Entry

Please familiarise yourself with the Conditions of Entry to the Grounds, which can be found **here**. This covers not only what you can or cannot bring into the Grounds, but what you are permitted to do once inside.



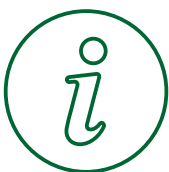
First Aid & Pharmacy

First Aid at The Championships is provided by St John Ambulance. See the **map** for First Aid posts and location of the Pharmacy.



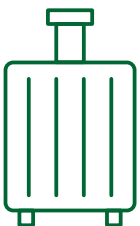
Food & Drink

- We are proud to showcase the very best of British growers and producers across our variety of restaurants and on-the-go areas.
- We are committed to offering multiple vegetarian, plant-based and gluten-free choices across the Grounds.
- We invite guests to use the Wimbledon App, **wimbledon.com** and the maps to find the most convenient location for lunch, tea or a snack.
- Guests can pre-book a picnic to pick up inside the Grounds via **wimbledon.com**. Parkside Picnics is the collection point, located opposite the Parkside Food Market.



Information Points

The Guest Services team is located throughout the Grounds and will be happy to answer any questions.



Left luggage

We have three left luggage locations:

- Wimbledon Park, servicing the Queue, open from 6am.
- AELTC Wimbledon Park, open from 7.30am.
- Somerset Road, open from 9am.

All left luggage locations close one hour after the end of play. Items are charged at £1 each for all bags and £5 for larger items. Please note that bags deposited should be no bigger than 60cm x 45cm x 25cm / 24" x 18" x 10" (aircraft cabin size).



Lost Persons

If you have found a lost person please report to the Operations Centre emergency line and nearest Steward. Remain in 'found' location for five minutes along with the Steward or another colleague. If responsible adult does not return after five minutes please take the lost person to the nearest Information Point.



Lost Property

Lost property is situated under No.3 Court near Gate 13. Please call **020 8971 2251** or click [here](#).



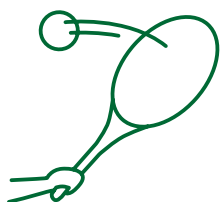
Pass-outs

A guest's mobile ticket allows them to exit and re-enter the Grounds. Guests should ensure they have their ticket and photo ID on them at all times.



Phone Charging

There are mobile phone charging stations located next to the Pharmacy in Parkside and at the Vodafone Connection Experience in the Southern Village.



Qualifying

Players who do not have a high enough ranking or receive wild card entry into the main draw may participate in the Qualifying Competition, which will fill the last 16 slots in The Championships main draw singles events. Qualifying is held one week before The Championships at Wimbledon Qualifying and Community Sports Centre, Bank Lane, Roehampton.



Shops

We have three official Wimbledon Shops and five express shops located around the Grounds. Check the **map** or use the Wimbledon App to find out which one is closest to you.



Smoking

Smoking (including vaping) is not permitted on courts, in buildings, in any queue or on The Hill. When smoking, please be considerate of other guests.



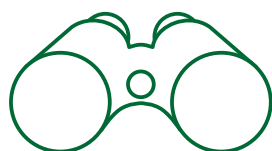
The Queue

The Queue is located in Wimbledon Park and provides spectators with the opportunity to buy tickets on the day. Find out more [here](#).



Ticket Resale, proudly supported by Barclays

Subject to availability, after 3pm guests may purchase returned Show Court tickets from the ticket resale kiosk north of Court 18 adjacent to The Hill. Tickets cost £15 for Centre Court and £10 for No.1 Court and No.2 Court. All proceeds go to the Wimbledon Foundation.



Watching Tennis

- Guests are asked to switch phones to silent and ensure the flash is disabled.
 - Guests may only enter or leave a court at the change of ends or between matches.
 - Guests may not bring glasses or unopened bottles into the stands on court.
 - Colleagues are not permitted to enter Show Courts without a valid ticket. We also ask colleagues to leave the Grounds after their shift.
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Water Refills

Please keep hydrated and refill your bottle at bottle refill points throughout the Grounds.



Wi-Fi

Free Wi-Fi is available on The Hill and along the east side of the Grounds including Parkside and the Tea Lawn.



Wimbledon Lawn Tennis Museum

Located at Gate 4, opens 10am - 10pm (or 30 minutes after end of play). Free of charge to all guests during The Championships.

PARTNER ACTIVATIONS



American Express Fan Experience

Fun and interactive experience next to Gate 11a in the Southern Village for all guests.

American Express Cardmember Lounge

An exclusive area next to Gate 12 for Cardmembers to relax and recharge.



Babolat Experience

Experience the art of racket stringing with our Official Stringer.



Barclays Fanzone

Get closer to the action at the Barclays Fanzone in Aorangi, with Barclays meet and greet sessions, and your chance to experience Wimbledon greatness.

Barclays Clubhouse

Head to the Barclays Clubhouse at Parkside for the chance to win tennis, football and entertainment prizes with exclusive customer perks.



IBM Experience

Learn about the technology in place at Wimbledon, including the latest innovations for this year's Championships.



Jaguar

Visit Aorangi to explore the all-electric Jaguar I-Pace, used in the official Wimbledon courtesy fleet as part of our Environment Positive commitment.



Champagne Lanson Bar

Enjoy a range of classic champagnes in the beautiful surroundings of the Centenary Garden.

Centenary Coffee by Lavazza

Coffee lovers can enjoy full barista service and a wide menu of coffee recipes, from a cappuccino in the morning to an espresso martini in the afternoon.



The Hill Coffee by Lavazza

Coffee lovers can enjoy full barista service and a wide menu of coffee recipes while relaxing on The Hill.



OPPO Inspiration

Experience the latest photography capabilities of our Official Smartphone and learn more about the image technology in use at Wimbledon.



Pimm's on the Tea Lawn

Enjoy one of our classic summer drinks, garnished with fruit and of course a sprig of mint.

Pimm's on The Hill

Savour a pre-mixed classic summer drink in the beautiful, floral surroundings of The Hill.

Ralph Lauren Store

Shop the Wimbledon Collection from our Official Outfitters and create your own personalised product.



The Café at Ralph Lauren

New to the Southern Village in 2023, The Cafe at Ralph Lauren offers an in-store experience, providing a range of small bites and light refreshments.

Pergola Bar by Sipsmith

We are delighted to welcome you to sip in style and soak up the joys of Wimbledon. Whether you fancy a delicious gin and tonic in the sunshine, or a sensationally sippable spritz – we have the perfect range for you.



The Official Sipsmith Swan Trikes

Sipping in style around The Championships has never been so easy – look out for our iconic copper trikes where you can pick up a perfectly crafted gin and tonic to sensationally sip on the go.



Long Bar by Stella Artois

Stella Artois invites you to experience the perfect serve at the Long Bar.



Vodafone Connection Experience

Discover how our Official Connectivity Partner is helping tennis fans feel the connection through their reliable, award-winning network.



SAFETY & SECURITY

Watch the video below, which explains the most important health and safety guidelines in place for The Championships.



Please review our **Site Rules** to find out more about our health & safety guidance.

YOUR RESPONSIBILITIES

We all have a duty not only to keep everyone safe in the Grounds, but to make people feel safe. Your presence is a big part of that. By presenting a confident and professional image, and acting appropriately in response to any concerns or suspicions, you can help to ensure a safe and enjoyable Championships for everyone.

Your professional attitude will not only reassure the public and colleagues of their safety and security, but could actively deter anyone who has negative intent.

Posture

Be professional and confident in your role.

Presence

Be in the correct place.

Profile

Communicate confidently with other groups working in your area.

If you see something that doesn't feel right, tell someone.

**IN AN EMERGENCY OR IF YOU DISCOVER AN ACCIDENT OR FIRE:**

- Contact Security or your manager.
- Use one of the red emergency telephones located around the Grounds or call the Operations Centre **ext: 2666** or **020 8971 2666**.
- Give your name, the nature of the incident and the precise location.

Please save the Operations Centre number in your mobile phone ahead of The Championships.

IF YOU DISCOVER A SUSPICIOUS OBJECT OR PACKAGE:**Apply the HOT Principles**

Consider these three characteristics before viewing an unattended item as suspicious:

H – Is the item hidden?

O – Is it obviously suspicious?

T – Is it typical for the environment?

If you believe the item poses a potential risk, move yourself and people nearby to a safe location. Get behind a hard cover before using a radio or mobile phone.

Don't assume others have reported it already, or that because others are not reporting it, it is not suspicious.

Remember, if it doesn't feel right, report it to a manager or the Operations Centre on 020 8971 2666 or ext: 2666.

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.

ACTION COUNTERS TERRORISM

We would encourage you to complete the Action Counters Terrorism (ACT) Awareness e-learning training. The course takes around 45 minutes to complete and will help you to keep yourself, colleagues and our guests safe.

[**COMPLETE THE TRAINING**](#)**To begin:**

- 1** Select access Awareness E-Learning.
- 2** Select 'Start new training session'.
- 3** Then choose 'I am learning as an individual'.

Top Tip

As you work through the exercises, click on the area where the security breach is taking place.

CYBER SECURITY

Protecting The Championships against the threat of cyber attacks is extremely important, and the consequences of cyber breaches are financially and reputationally severe. If your role requires you to use an AELTC computer, laptop or mobile, we ask that you undertake an online training module prepared by the National Cyber Security Centre and read **these Top Tips** on how to stay safe online. To report a cyber incident or suspicious behaviour, please email CyberHelp@aeltc.com for assistance.

COMPLETE THE NCSC TRAINING



Data Protection

You must take care when handling (either in paper form or electronically) any personal information (e.g. names, email addresses, locations, dates of birth, medical information).

If your role requires you to send personal data to others by email, please ensure you send this data in a secure manner (e.g. using password protection, encryption and restricting email distribution).

Any act or omission that compromises the security or confidentiality of personal data, such as loss, unauthorised access or disclosure is considered a “personal data breach”. If you become aware of this, please notify Alex Scudamore (General Counsel) immediately at ascu@aeltc.com.



FOLLOW THE ACTION

Keep up to date with the latest Wimbledon news, scores and behind-the-scenes content wherever you are.

wimbledon.com

Log in with **myWIMBLEDON** to follow your favourite players, receive personalised highlight reels and follow live point by point scores.

REGISTER WITH **myWIMBLEDON**



The Wimbledon App

Guests will need the Wimbledon App in order to display their tickets. It also includes an interactive map and other guest information to help them make the most of their day at Wimbledon.

DOWNLOAD THE WIMBLEDON APP ON IOS



DOWNLOAD THE WIMBLEDON APP ON ANDROID

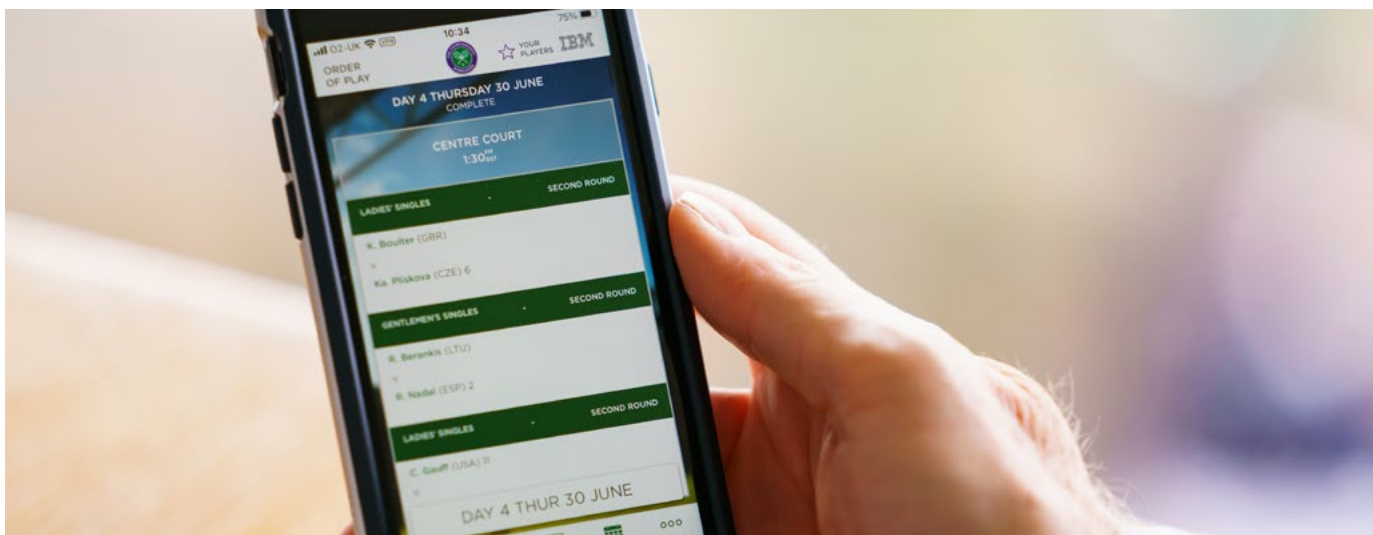


Daily Content During the Fortnight

A range of live and on-demand video content will be available to enjoy on **wimbledon.com**, the Wimbledon App and Wimbledon's social channels, covering the breadth of the Wimbledon experience.

The Wimbledon Radio Channel will return, offering coverage of The Championships from morning to close of play, and is accessible via **wimbledon.com** or 87.7FM.

Social Media



ENJOY YOUR TIME AT THE CHAMPIONSHIPS