

# The Championships 2021

## Easy Access Guide

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## Welcome:

On behalf of the Board and Executive, our Chief Executive Sally Bolton wishes you a very warm welcome to The All England Lawn Tennis Club for The Championships 2021

## Staying safe:

We are all excited that Wimbledon is back this summer and are working hard to deliver a safe, trusted, and best practice Championships. While the event will look a bit different this year, your safety and that of all our guests remains our top priority and we will be taking special care in light of the ongoing COVID-19 pandemic.

The Championships will be a pilot event in the third phase of the Government Events Research Programme (ERP) and as a result ticket-holders will be required to follow strict entry requirements and provide consent to participate in the ERP's science-led programme. In addition, we are implementing series of guidelines and procedures designed to enable as many guests as possible to attend The Championships safely. Please note these may be subject to change. We all have a part to play to ensure the safe and successful return of The Championships, so please review the following guidelines and procedures before your visit.

## Staying safe guidelines and procedures:

### 1. Stay home if unwell

Please do NOT travel to the Grounds if you:

- Have any COVID-like symptoms (fever, dry cough, shortness of breath, loss of taste or smell).

- Have been identified as a close contact of a confirmed case and are currently isolating.
- Are awaiting the outcome of a COVID-19 test result.
- Have not completed the mandatory quarantine period following entry into the UK.
- Have been directed to self-isolate or quarantine by a healthcare provider or public health official.

If you develop symptoms whilst in the Grounds, please seek medical advice immediately from the nearest First Aid post and request to see the COVID Medical Officer.

## 2. Agree to the AELTC COVID protocols

It is a requirement that anyone entering the Grounds must, prior to their arrival, agree to comply with the Conditions of Entry, which incorporate relevant COVID Protocols. The AELTC may amend these COVID Protocols from time to time if such changes are reasonably necessary to address health and safety issues or otherwise protect those participating in, or attending, The Championships

## 3. Wear a face covering

- You must wear a face covering in all areas indicated by signage and whilst moving around the Grounds, unless you are exempt for medical reasons.
- The use of face coverings will not be mandatory while you are seated at the venue - both in the court and in food and drink spaces.
- Face coverings must completely and tightly cover your nose and mouth.

- Badges will be available for those who are exempt from wearing a face covering for medical reasons, and these can be collected from gates and Ticket Resolution points.

#### 4. Mobile ticketing in use

- For the first time, tickets will be sold entirely online and distributed via the official Wimbledon 2021 app. This will be available to download ahead of Qualifying commencing on Monday 21 June.

- Remember to bring your fully charged mobile phone with the Wimbledon 2021 app installed, and ticket downloaded, and be ready to have this scanned upon arrival.

#### 5. New entry procedures in place

- You will be required to show evidence of Covid-status certification upon entry, either in the form of both vaccinations (first and second dose), and with the second dose 14 days ago; or a negative lateral flow test (for those aged 11 and over). For further details go to

[https://www.wimbledon.com/en\\_GB/visit\\_and\\_tickets/covid19\\_entry\\_requirements.html](https://www.wimbledon.com/en_GB/visit_and_tickets/covid19_entry_requirements.html)

- If arriving by public transport, please remember to wear a face covering and follow any social distancing measures implemented by the transport provider.

- You will be given a specific entry gate in advance of your attendance, so please familiarise yourself with where this is on the map. This will help minimise overcrowding and crossover with other guests.

#### 6. Maintain social distancing

- Please maintain social distancing and respect others at all times.
- Follow the signs and where possible stay 2m away from other guests (measured from shoulder to shoulder).
- Some areas will have maximum occupancy levels to enable social distancing.
- Please respect the players who are subject to new stricter measures and maintain social distancing.

## 7. Comply with enhanced hygiene measures

- Wash your hands regularly (for 20 seconds) and use the hand sanitisers provided. We have numerous hand sanitiser stations around the Grounds.
- Avoid touching your face whenever possible and if you need to cough or sneeze, please do this into your elbow.
- Enhanced cleaning will be undertaken across all areas of the Grounds, including high-touch points.

## 8. Follow one-way systems

Please observe any one-way systems to ensure social distancing is maintained.

## 9. Cashless payments only

For the first time we will be a fully cashless event; we will only be accepting contactless or card payments throughout the Grounds.

Thank you in advance for your support and understanding. We hope you enjoy your day at The Championships.

### What to expect around the Grounds:

- Upon arrival, please have your photo ID and ticket ready to scan
- On arrival at the Grounds, you will be required to show evidence of your Covid-status certification
- Upon entering the Grounds, please be mindful that there will be one-way systems in place
- Whilst moving around the Grounds and where indicated indoors, you will be required to wear a face covering
- Before entering an enclosed space, please respect the maximum capacity
- Don't forget to wash and sanitise your hands at regular intervals
- Please maintain social distancing where indicated
- When using the facilities, please be mindful that there may be limited availability
- If purchasing items, only card payments will be accepted

- Please be mindful that some doorways may be limited to entry or exit only
- You may come across a one-way staircase, please respect the direction of travel

## Before you visit:

### Provisional 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](http://wimbledon.com) for the Order of Play.
- The Grounds can be crowded, and you may have to queue to get into your court, so allow plenty of time to move around.

### Your tickets:

- This year, for the first time, tickets have been sold entirely online and will be accessible via the Wimbledon app.
- Please bring your fully charged mobile phone with the Wimbledon app installed and ticket downloaded and be ready to have this scanned upon arrival.
- Mobile phone charging stations will be available at Gates 5 and 13.
- You will be required to show photo ID along with your ticket.

## Accessing your tickets:

Your ticket guarantees you entry to the Grounds on the date shown, and if applicable, to the court and seat on your ticket. Your ticket does not guarantee that you will be able to watch any particular match, round of matches or individual players. Scheduling requirements may mean that matches occasionally move from one court to another.

## Ticket conditions:

Tickets are issued subject to the AELTC's terms and 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 of the Terms and Conditions: 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), 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 [ticketing@aeltc.com](mailto:ticketing@aeltc.com). If you purchased your tickets through the LTA, please contact the LTA Customer Support Team to request a refund through their online form, making sure you include your order number. 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 ticket photos!**



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.

## 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.

## Accessibility:

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 8971 2473.

## Accessible.co.uk

- Before you visit us 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](http://accessible.co.uk).

## Sunflower lanyard scheme

- At Wimbledon, we understand that not all disabilities are visible and so our staff will recognise that those wearing a sunflower lanyard may need additional assistance or support during their visit.

## Radar keys

- Radar Keys are available from every entrance gate and at our Information Desks. These are provided free of charge, and you are welcome to take your key home with you to use elsewhere.

## Blue badge drop off/pick up

- There are Blue Badge drop off points opposite Gate 13 on Somerset Road and at Gate 4 on Church 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 – see map for exact locations
- On-day Blue Badge car parking is available in Car Park 6, or pre-booked parking in Car Parks 6 and 8, via [theaa.com/wimbledon](https://theaa.com/wimbledon) – we do recommend you book in advance as we cannot guarantee on-day accessible parking.
- See transport information for public transport options.

## Accessible routes through the Grounds

- Red dots on the Map of the Grounds highlight 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. Please

Speak to any steward or the Championships Information Desk for assistance.

## Toilets

- Accessible toilets and Changing Places facilities can be accessed using a Radar Key available from the security staff at the entrance to the Grounds and from Information Desks.
- Both Changing Places toilets 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.
- 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.*

## 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 Gangway 101, at the north end via Gangway 109 (between Gangways 206 & 207) 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 are accessible on the west side via Gangway 10. from this Gangway.
- Court 12 - There is a reserved wheelchair viewing area set aside in front of the west stand of Court 12.
- Court 18 - There is reserved 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, 5, 6, 7, 8, 9, 10, 11, 14, 15, 16 & 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 Aorangi Terrace

- The main grass level of the Aorangi Terrace, 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 Aorangi Terrace has a dedicated spending area.

## Hearing loops

- There are Hearing Loops located at key points around the Grounds. Please see the map

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## Assistance

- If you require assistance at any time please ask a uniformed security officer, a steward or any member of the AELTC staff.

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## Information desks

- Our Information 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 Desks (see map for locations). You can also use our messaging assistant, Fred, available within the Wimbledon App, for any questions you might have.

## Accessibility survey

- Each year Queen Elizabeth's Foundation for Disabled People ([qef.org.uk](http://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 to [feedback@aeltc.com](mailto:feedback@aeltc.com)

## Travel:

Please find the maps at

[https://www.wimbledon.com/en\\_GB/atoz/maps.html](https://www.wimbledon.com/en_GB/atoz/maps.html)

## Public transport:

If you are arriving by public transport, please remember to wear a face covering and follow TfL guidance. Please use the TfL Journey Planner to choose the best route if you are travelling by tube or bus.

- Southfields Station (District Line) is a step-free station - a 15-minute walk (0.9miles) to the Grounds.

- Wimbledon Station (District Line / South Western Railway / London Trams) is a step free station - a 25-minute walk (1.1miles) to the Grounds.

- There is a dedicated Championships bus service from Wimbledon Station going to and from the Grounds during the event. 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 Wimbledon Park Golf Course) and Somerset Road (Gate 12). See our designated drop-off and pick-up areas for pre-booked taxi services on the Wimbledon area map which can be found at [https://www.wimbledon.com/en\\_GB/atoz/maps.html](https://www.wimbledon.com/en_GB/atoz/maps.html)

## Cycling:

Bicycle parking is situated in car park 8 and is free of charge. Bicycles are left at owner's risk

## Parking:

We strongly advise you to pre-book parking, particularly if you are a Blue Badge holder – £30. Tickets are sold by the AA – for booking please go to <https://www.theaa.com/wimbledon-parking>

- Pay on the day, subject to availability, in Car Parks 6 and 10 – £35.
- Motorcycles – Car Park 1 – £10.
- Please note a section of Church Road between Gate 1 and Gate 5 will be closed from 8.30am – 11.30pm during The Championships.

## Park and ride:

There will be no Park and Ride service in 2021

## Arrival at the gates:

You may be given a specific entry gate in advance of your attendance, so please check your ticket and familiarise yourself with the location of your entry gate. This will help minimise overcrowding and crossover of guests.

- On arrival at the Gate please have your ticket ready to be scanned along with accompanying photo ID.
- You will be required to show evidence of Covid-status certification upon entry, either in the form of both vaccinations (first and second dose), and with the second dose 14 days ago; or a negative lateral flow test (for those aged 11 and over).

- Proof of a negative lateral flow test taken within 48hrs of attending the event can be displayed via SMS text, or via email.
- Proof of vaccine can be displayed via the NHS App, NHS website or by downloading and printing off a PDF through the App or website.
- A non-digital letter is also available through the NHS website using the 'Get your coronavirus (COVID-19) vaccination status letter' service or by phoning 119.
- Users of the NHS App will also be able to show their natural immunity (through a positive PCR test in the last 180 days) through the NHS App.
- Please be prepared to have your bag searched on entry to the Grounds. You will not be permitted to take in any prohibited items (see this list).

## The Championships 2021

### New for 2021

Each year we strive to improve the guest experience on offer at The Championships. In addition to the necessary enhancements in light of the pandemic, we have several other changes that will be in place across the Grounds this year. These include:

#### Ticketing:

In addition to Centre Court, No.1 Court and No.2 Court, we will also be ticketing No.3 Court and Courts 12 and 18.

#### On court:

-This year all Championships Courts will feature electronic player challenges. Please note, this technology will not replace Line Umpires, who remain an important



element of our officiating set-up.

- A serve clock will be introduced at The Championships. The clock is a 25-second countdown from the end of a point to the start of the next one.

## Environmental sustainability

Environmental sustainability remains a priority for the AELTC, with our development plans guided by our published commitment to deliver a positive environmental impact by 2030.

Among the initiatives for this year are measures to enhance our circular resource model and the continued reduction of single-use plastic. These include a new sustainably sourced card container for the traditional Wimbledon strawberries and cream and, with the outstanding support from our official food and drink partners, the introduction of a reusable cup for cold drinks.

## Around the Grounds

Many of our Partners will be providing opportunities and facilities for our guests around the Grounds:

### American Express

American Express branded radio distribution for Cardmembers via programme kiosks and at Wimbledon Station.

The Lookout: American Express Cardmember Lounge – an exclusive area for Cardmembers to relax and recharge. Entrance next to Gate 12.

### HSBC

Recharging Zones – phone lockers for guests to charge their mobile phones, located near the No.1 Court Food Village (for HSBC customers only) and next to Aorangi Pavilion (available

to all guests). Strawberries and cream digital vouchers for HSBC customers will be available from their booth near the No.1 Court Food Village.

## Jaguar

The Jaguar I-PACE electric car will be installed at Aorangi with an option for guests to hear about their Unmatched Chauffeur Service – a ride home to your front door from The Championships.

## Lanson

As the Official Champagne of The Championships, Lanson will be available in all public bars.

## Lavazza

As the Official Coffee of The Championships, Lavazza will be launching a new sustainable experience for guests: a no-waste edible Cookie Cup. Lavazza will also be offering a coffee experience next to the Big Screen on Aorangi Terrace.

## OPPO

OPPO will be giving fans the chance to film themselves with a racket against a green screen in super slow motion opposite Gate 3.

## Pimm's

Pimm's will be served in all public bars, and there will be a Pimm's ready-to-drink can cart near Court 12.

Pimm's will be dressing two public bars on site – Refreshments on the Hill and Pimm's at the Long Bar.

## Polo Ralph Lauren

Ralph Lauren will have a retail footprint in the Centre Court and No.1 Court shops.

## Sipsmith

Sipsmith, a new Partner for 2021, will be branding the Village Bar next to Court 12.

## Stella Artois

Stella Artois will offer their branded bar experience at the Long Bar.

For more information about our Suppliers please go to [https://www.wimbledon.com/en\\_GB/atoz/official\\_suppliers.html](https://www.wimbledon.com/en_GB/atoz/official_suppliers.html)

## Looking ahead

We recently announced that from 2022, we intend to make Middle Sunday a permanent part of our event schedule, thus expanding The Championships to a 14-day tournament.

We hope that this will help us open up and reach an even broader and more diverse audience in the future.

Please keep up to date with our exciting future plans by signing up to myWIMBLEDON or visiting [wimbledon.com](http://wimbledon.com).

## Map of the Grounds

For maps please visit

[https://www.wimbledon.com/en\\_GB/atoz/maps.html](https://www.wimbledon.com/en_GB/atoz/maps.html)

## Leaving the Grounds

Going home:

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

## Your Wimbledon experience

Always remember

- Familiarise yourself with our Staying Safe Guidelines & Procedures.

- Stay home if you are unwell.

- Wear a face covering whilst moving around the Grounds and indoors when indicated by signage.

- Observe one-way systems to ensure social distancing is maintained.

## Before you visit

Check [wimbledon.com](https://www.wimbledon.com) for the latest information and download the Wimbledon app.

- Have your mobile ticket ready in the Wimbledon app to present on entry along with photo ID. Remember to fully charge your phone!

- Bring your evidence of Covid-status certification for entry.

Further details can be found at

[https://www.wimbledon.com/en\\_GB/atoz/safety\\_and\\_security.h](https://www.wimbledon.com/en_GB/atoz/safety_and_security.h)

[https://www.wimbledon.com/en\\_GB/visit\\_and\\_tickets/covid19\\_entry\\_requirements.html](https://www.wimbledon.com/en_GB/visit_and_tickets/covid19_entry_requirements.html)

- Check the weather forecast and come prepared. Comfortable footwear is recommended.
- Pack everything you need in a single bag measuring no more than 40cm x 30cm x 30cm.
- Familiarise yourself with the list of items that aren't allowed inside the Grounds at

## Travel

- Plan your journey in advance. The transport network can be busy, so leave plenty of time.
- Arrive in good time. The Grounds open at 10am and play begins from 11am on outside courts.
- Check your ticket details to see if entry via a specific gate or at a specific time is advised.

## At The Championships

- We no longer accept cash – so please bring a credit/debit card with you.
- Allow plenty of time to move around the Grounds.
- Remember to switch your phone to silent when around the courts, and ensure your flash is disabled if you take photos.
- Please sit in the seat assigned on your ticket, or in seats marked 'seat in use' on unreserved seating courts.

## Leaving the Grounds

Some gates will be designated as 'exit only'. Please use these when leaving.

- Remember to take all your belongings with you.
- Head to Gate 4 (Church Road) for taxis to Southfields and Gate 13 (Somerset Road) for taxis to Wimbledon station.

## The Championships A-Z

A  
AA

We strongly advise you pre-book parking, particularly if you are a Blue Badge holder.

Bookings can be made through the AA  
<https://www.theaa.com/wimbledon-parking>.

F  
First aid and pharmacy

The Pharmacy is situated next to the Food Village on the east side of No.1 Court, near Gate 3.

First Aid at The Championships is provided by St John Ambulance, and there are four First Aid posts: two in Centre Court (NW and L5), one in No.1 Court (SE on Level 1), and the HQ post adjacent to Gate 7, next to No.2 Court.

Food and drink

We're proud to showcase the very best of British growers and producers across our variety of restaurants and on-the-go areas.

Use the app, [wimbledon.com](http://wimbledon.com) and the Map of the Grounds to find the most convenient location for your lunch, tea or snack.

We are committed to offering multiple vegetarian, vegan and gluten-free choices across the Grounds. Please ask our team for any assistance.

You can pre-book a picnic to collect inside the Grounds via the Wimbledon app.

## H The Hill

More formally known as Aorangi Terrace, the Hill is situated to the west of No.1 Court and has become a popular area for Grounds Pass ticket holders to watch the action on the Show Courts. This year access to the Hill will be for Grounds Pass ticket holders only.

## I Info desks

Our Guest Services Team are located throughout the Grounds and will be happy to answer any of your questions.

Refer to the map for the locations of our Championships Info Desks.

## L Left luggage

We have two left luggage locations (Church Road and Somerset Road). Refer to the map for their locations.

Please note that bags deposited in left luggage should be no bigger than 60cm x 45cm x 25cm / 24" x 18" x 10" (aircraft cabin size).

Items are charged at £1.

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

## Lost persons

Lost persons / children should be taken to the nearest Championships Info Desk, or after 7pm to Gate 5 on Church Road.

## Lost Property

Lost property is situated under No.3 Court near Gate 13. Call 020 8971 2251 or contact us via [wimbledon.com](http://wimbledon.com).

## M

### The Museum

Located at Gate 4, the Wimbledon Lawn Tennis Museum is open during The Championships and features a series of new displays including a new portrait of Andy Murray.

Your ticket entitles you to free entry to the Museum.

Visit [wimbledon.com/museum](http://wimbledon.com/museum) to find out more.

## P

### Pass-outs

Your mobile ticket allows you to exit and re-enter the Grounds. Please ensure you have your ticket and photo ID on you at all times.

## Phones



Remember to switch your phone or tablet to silent, and please ensure your flash is turned off if you take photos.

## Practice courts

Unfortunately, there will be no public viewing of the Aorangi Practice Courts this year.

## Programmes

The official programme will be available during the Fortnight from all the Wimbledon Shops and programme kiosks for £10. It will also be available to order online from [wimbledon.com](http://wimbledon.com).

## O

### Order of play

The provisional daily Order of Play will be available from 8pm the night before at [wimbledon.com](http://wimbledon.com).

## S

### 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; this means that 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](http://wimbledon.com) 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.

## 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.

## Shops

Remember your day by taking a piece of Wimbledon home with you from one of our official Wimbledon shops - just check the map or use the app to find out which one is closest to you. And don't forget to have a look at our new online shop at <https://shop.wimbledon.com/>

## Smoking

Smoking (including vaping) is not allowed on courts, in buildings, in any queue and on Aorangi Terrace (the Hill). Please be considerate to others.

## T

### Ticket resale

There will be no Ticket Resale in 2021, but we look forward to this returning in 2022.

## W

### Waiting tennis

Remember to switch your phone or tablet to silent, and please ensure your flash is turned off if you take photos.

There are no supporting rails in tiered sections of the stands, so please be careful in these areas.

You may only enter or leave a court at the change of ends or between matches, never during a tie-break.

Please don't make any noise during a rally.

Please applaud the players, but please do not clap a net cord or double fault.

Please do not bring glass drinking vessels and uncorked bottles into the stands on court.

### Water refill points

We have many water refill points around the Grounds. Remember to bring your water bottle with you. Check out the map for their locations.

### Wi-Fi

We have free Wi-Fi available on Aorangi Terrace (the Hill) and along the east side of the Grounds including the No.1 Court Food Village and Tea Lawn.

### Wimbledon foundation

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

In April 2020, the Foundation launched its Coronavirus Fund to help aid the response and recovery efforts across society. It has distributed £1.5 million to local and national charities and community organisations with a focus on: addressing the immediate needs of the most vulnerable, including people living with a disability, minority and disadvantaged communities, older people and refugees; supporting children, young people and families; providing mental health support; and caring for people who are homeless.

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

## Further information

### Following Wimbledon

#### Wimbledon.com:

Available on mobile, desktop and tablet, with in-depth scores, draws, statistics and player profiles, as well as video highlights, interviews and features. Register with myWIMBLEDON to follow your favourite players.

#### The Wimbledon app:

Available on mobile and tablet for iOS and Android. Receive personalised player alerts and live scores. Log on to our free public Wi-Fi for additional interactive features, including live streams. There's also an app for Apple TV, featuring live video content, highlights, radio, and scores.

#### Social media:

Find Wimbledon on Facebook, Instagram, Snapchat, Twitter, YouTube and TikTok. If you prefer your Wimbledon content in Chinese – we're on Weibo and Wechat. And for Japanese speakers, we're on Line too.

### The Wimbledon channel:

The Wimbledon Channel, featured on [wimbledon.com](http://wimbledon.com), social media and the Wimbledon app, provides live video and radio coverage of The Championships. The Wimbledon Channel will showcase the full Grounds experience from 1-7pm through a series of segments, while the Wimbledon Radio Channel will provide commentary and updates throughout the day's play.

### Conditions of entry: