



# TICKET HOLDERS' HANDBOOK

1-14 July 2024



# CONTENTS

Welcome	03
Before You Visit	04
Travel	06
At The Championships	09
Food & Drink	13
Families	14
Maps	16
Guest Services	20
Follow The Action	24



# WELCOME

On behalf of everyone at The All England Lawn Tennis Club, we would like to extend a very warm welcome to The Championships 2024.

This handbook will provide you with all the information you need to make the most of your visit, however you can find further information on The Championships and our Grounds at [wimbledon.com](http://wimbledon.com), or via the **Wimbledon App**.

Whether this is your first Championships, or you are a regular visitor to SW19, we hope you enjoy your day at Wimbledon.

A handwritten signature in black ink, appearing to read 'Sally Bolton'.

**Sally Bolton OBE**  
Chief Executive of The All England Lawn Tennis Club





# BEFORE YOU VISIT

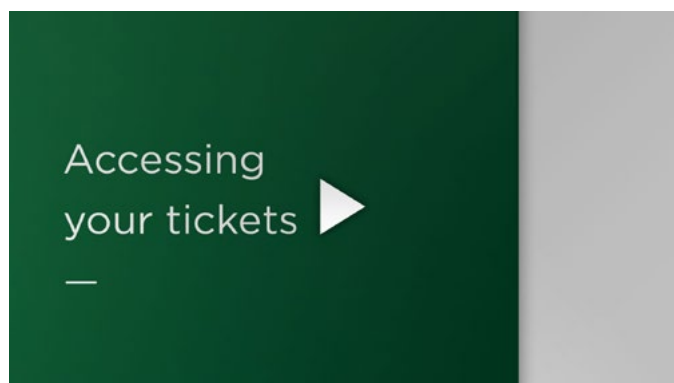
## TIMINGS

- 10am** The Grounds open daily
- 11am** Play begins on outside courts
- 1pm** Play begins on No.1 Court (apart from Finals weekend when play starts at 11am)
- 1.30pm** Play begins on Centre Court (apart from Finals weekend when play starts at 2pm)

Visit [wimbledon.com](https://www.wimbledon.com) for the Order of Play.

## TICKETS

Your tickets will be accessible via the Wimbledon App so please install the latest version, download your ticket and bring photo ID with you for entry.



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 **Terms and Conditions of Sale**.

## REFUND/NON-TRANSFER POLICY

If you cannot use your tickets, please visit the **Help Centre** for further information on how to request a refund. If you purchased your tickets through the LTA, 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.

## 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 depending upon the Referee's record of how much play takes place on your ticketed court.

## SOCIAL MEDIA - NO TICKET PHOTOS

Please do not post pictures of your ticket offer or tickets on any social media channel or website. The details may be used to defraud third parties into buying them.

## ARRIVAL

Please help our staff at the gates by having your bag ready to be searched. There may be a short wait while we assist your arrival; we appreciate your patience and cooperation while we complete our security checks.

The safety of our guests is of paramount importance. There will be some security measures that are visible - such as our team of friendly search dogs - while others are much more discreet. However, everyone has a role to play in the safe delivery of The Championships.

Help us protect you by reporting anything that doesn't feel right to a member of Security or one of our Guest Services team. We will always act on your concerns.



## WHAT TO BRING

Pack everything you need in one bag per person measuring no larger than 40cm x 30cm x 30cm. Please familiarise yourself with the list of items that are not allowed inside the Grounds **here**.

Please check the items you're bringing into the Grounds, as anything discovered after entry will be confiscated permanently.

Please visit **wimbledon.com** for our full Conditions of Entry.

## ACCESSIBILITY

We endeavour to provide a high standard of accessible services and facilities for guests with disabilities, and are constantly working to improve their Championships experience. The Accessibility page on our **website** provides an overview of all the services and facilities we have available. The **Accessibility Guide** is available to download and there are printed copies available around the Grounds. We also have **large print** versions available.

If you have any accessibility ticketing queries, please call the Ticket Office on **020 8944 1066** or email **ticketing@aeltc.com**. For general accessibility queries, email **accessibility@aeltc.com**.

## Toilets

There are many accessible toilets around the Grounds, as well as two Changing Places toilets – see the **Grounds Map** for locations.

To use our accessible toilets, you will need a RADAR key. These are available free of charge from every entrance gate or our Information Desks.

## Wheelchair & Mobility Aids

We have designated areas to leave your mobility scooter or wheelchair. See the **map** for locations. Please note that neither the AELTC nor St John Ambulance provide wheelchairs for visitors.

## Court Seating for Wheelchair Users

Centre Court, No.1 Court, No.2 Court and No.3 Court have reserved wheelchair seating for ticket holders; there are also unreserved spaces available for wheelchair users on all outside courts.

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



# TRAVEL

## PUBLIC TRANSPORT

The **Championships Journey Planner** is the best way to plan your trip. The planner highlights the most sustainable options for travelling to and from Wimbledon.

- Southfields Station (District Line) - 15 minute walk to the Grounds.
- Wimbledon Station (District Line/South Western Railway/London Trams) - 20 minute walk to the Grounds.
- Wimbledon Park Station (District Line) - 25 minute walk to the Grounds.

A dedicated Championships bus service runs from Wimbledon Station to the Grounds.

- Single fare £4.00
- Return fare £6.00

Return buses leave from Car Park 1 on Somerset Road.

Please note that the 493 TfL bus service is redirected during The Championships via Bathgate Road, Queensmere Road, Parkside and High Street Wimbledon in both directions.

## CYCLING

Bicycle parking (including hire bicycles) is situated in Car Parks 6 and 10 and is free of charge. Bicycles left at other locations may be removed. All bicycles are left at the owner's risk.



## PARKING

- This year all car parking spaces must be pre-booked via the AA. There will be no on-day parking sales, other than at the Park & Ride facility in Morden.
- Spaces can be pre-booked **here** in either Car Park 6 (best if arriving from southern locations) or Car Park 10 (best if arriving from the north).
- Parking costs are as follows:
  - £40 petrol/diesel cars
  - £20 electric vehicle
  - £10 motorcycle
  - £3 Blue Badge (admin charge)
- Car parks are open from 6am until one hour after the end of play.
- All coach and minibus parking will be located in Car Park 1 and must also be booked in advance, priced at £50 for coaches and £40 for minibuses.
- Please note that a section of Church Road between Gate 1 and Gate 5 will be closed from 9am - 11.30pm during The Championships.
- Please follow AA signed routes for your car park rather than sat nav guidance near Wimbledon due to event road closures and local diversions.

## PARK & RIDE

A Championships Park & Ride service is available at Morden Park (located on the A24, postcode SM4 5QU) charged at £15 per car or minibus. 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 Court or No.1 Court.

Pre-booking is possible but not required.



## TAXIS

Shared taxi services with fixed fares operate from Southfields Station (return taxis to Southfields and central London from Wimbledon Park Road – exit via Gate 1) and Wimbledon Station (return from Somerset Road rank – exit via Gate 12).

## ARRIVAL AT THE GATES

- On arrival at the gate please have your ticket ready to be scanned along with accompanying photo ID.
- Please be prepared to have your bag searched on entry to the Grounds.
- You will not be permitted to take in any **prohibited items**.

## LEAVING THE GROUNDS

For Wimbledon or the south, exit via Gate 12 on Somerset Road for:

- Shuttle bus to Wimbledon Station (leaves from Car Park 1).
- Shared taxi service.
- 20 minute walk to Wimbledon Station.

For Southfields or central London exit via Gate 1 on Church Road for:

- Taxis (located on Wimbledon Park Road).
- 15 minute walk to Southfields Station.

**If you are leaving the Grounds before play has ended on the court you hold a ticket for, please scan the ticket upon exiting so that it can be donated to our Ticket Resale with all proceeds going to the Wimbledon Foundation.**





# WALKING TO THE CHAMPIONSHIPS







# AT THE CHAMPIONSHIPS

## NEW FOR 2024

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

Reflecting the continued growth of wheelchair tennis and its increasing popularity at Wimbledon, the Ladies' and Gentlemen's Wheelchair singles and doubles draws will be doubled this year. The singles competitions will increase from an 8 to 16 player draw, and the doubles competitions will increase from 4 to 8 teams. The increase in draw size means the Wheelchair Tennis competition will begin one day earlier, on Tuesday 9 July.

### Off Court

We have added a Queue Welcome and Queue Village as additional areas for guests to enjoy on their Queue journey and have moved our Ticket Resale to a new location – further south towards the Media Pavilion, but still on the iconic Hill Lawn.

Our flagship Wimbledon Shop, located at the south-west corner of No.1 Court, has been fully refurbished and will open its doors for the first time at The Championships 2024. The new store will showcase the Wimbledon Collection in its entirety. With a wide variety of clothing across both performance and lifestyle, the range is suitable for both the court and the Clubhouse. The No.1 Court will also house our fine bone china and kitchen textile ranges, drinkware, souvenir and gifting items, rackets, bags, publications and much more.

For the first time, guests will also have the opportunity to order personalised towels and baseball caps from our Personalisation Zone. Our Customer Service team will guide guests through the ordering process with

personalised items then dispatched for delivery direct to the home. The No.1 Court Shop and other major stores will be open during The Championships from 10am - 10pm.

### Environmental Sustainability

We remain firmly committed to achieving our 2030 Environment Positive goal and have introduced initiatives this year to enhance our guest experience.

Throughout the Grounds, all our food menus will highlight the lower CO2 dishes available, indicating those with emissions below 290g per kilogram. Dishes are rated on an A to E scale, with A indicating very low. 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, as well as giving us the opportunity to track and ultimately reduce emissions associated with the food we prepare and serve.

Alongside evian, our Official Water Partner for the last 15 years, we are continuing our sustainability work by expanding the successful pilot of evian natural mineral water refills on court. This solution hydrated players and encouraged refillable behaviour at The Championships in 2023. For 2024, we will expand our pilot programme to include offering guests the ability to purchase and enjoy chilled evian natural mineral water refills at The Championships.

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



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

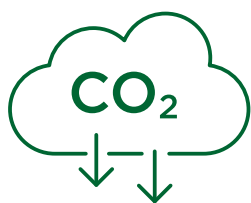
At Wimbledon, we have a responsibility to protect and preserve the environment we all depend on. It's important to us and we know it matters to you too.

### 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.



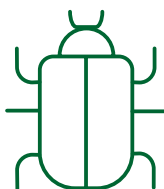
#### Cut Your Carbon

- 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 and scan the QR code on menus to find information about the carbon weightings of the food we serve so that you can enjoy lower carbon food.



#### Reuse & Avoid Waste

- Refill your water bottle at a refill point around the Grounds.
- Return your reusable drinks cup to any of the points around the Grounds so it can be used again and again.
- Recycle empty plastic containers, bottles, card, cans and glass in the facilities provided.



#### Celebrate & Enjoy Nature

- Capture and share photos of biodiversity in action around the Grounds.
- The Queue takes you past our 'bug hotel'. Find out how to **create your own at home**.

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

Be an Environment Positive champion!

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



## THE 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 £4 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.

This year, the Foundation is celebrating its 10th anniversary. Over the last decade, £20 million has been expended on charitable activities, with 40% of this invested locally in Merton and Wandsworth.

By scanning your ticket as you leave the Grounds to be resold at Ticket Resale, purchasing a used Championships ball, or by depositing your reusable cup in one of the charity collection points, you are supporting 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.

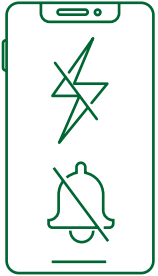
For more information, visit [wimbledon.com](http://wimbledon.com).



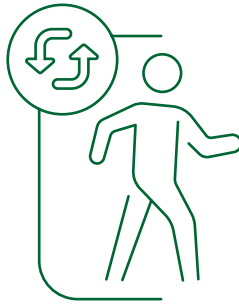


## SPECTATOR ETIQUETTE

Remember to:



Switch your phone to silent around the courts and please ensure your flash is disabled.



Enter or leave a court at the change of ends or between matches.



Refrain from bringing glasses or unopened bottles into the court stands.



# FOOD & DRINK

At Wimbledon, we're immensely proud of our food and drink. We offer a range of options that reflect the history and rich heritage of The Championships.

## ON-THE-GO

Our Food Markets, Larders and Bars offer a variety of on-the-go choices for a quick snack between matches.

**Larders:** Located around the Grounds, our Larders offer sandwiches, salads, snacks, drinks and Wimbledon's iconic strawberries and cream.

**Food Markets:** The Parkside and Walled Garden Food Markets offer a variety of hot takeaway options, from classic fish & chips to dishes from around the world.

**Pizzeria:** Located in the Southern Village, serving hand-stretched pizzas with a variety of delicious toppings.

**Tea Lawn:** The historic Tea Lawn features a Strawberries & Cream outlet and the Sausage Grill.

**Express Picnics:** Available from a number of Larders throughout the Grounds, the Express Picnic offers guests the opportunity to select from a range of sandwiches, snacks and beverages to curate a bespoke lunch offering. All picnics come with a complimentary Wimbledon tote bag worth £10.



## RESTAURANTS

For those wishing to enjoy a more leisurely sit-down experience we have the following options:

**The Centenary:** With stunning views across the southern courts, The Centenary houses a relaxed Brasserie on the ground floor and an elegant Seafood Bar on the upper level.

The Centenary Brasserie menu includes a brunch option and you will also find the Lavazza coffee bar on the ground floor, serving a range of speciality hot drinks.

**The Wingfield:** Championing seasonal British produce, this restaurant offers a dining experience with views across the Tea Lawn. Named after Major Walter Clopton Wingfield, a central figure in the history of lawn tennis, The Wingfield also offers afternoon tea.

**Café Pergola:** Serving a selection of hot and cold dishes, Café Pergola is situated at the top of the southern courts and offers seating both inside and within the beautiful pergola garden.

**Parkside Kitchen:** Located in No.1 Court above the Parkside Food Market, Parkside Kitchen is the perfect place for afternoon tea and cake. The restaurant also serves a wide selection of hot and cold dishes, an array of sandwiches, salads and drinks.

For more information and to make reservations please visit [wimbledon.com](http://wimbledon.com).

# FAMILIES

We welcome children of all ages to Wimbledon and look forward to creating an exciting and memorable experience for them.

## FAMILY ACTIVITIES AROUND THE GROUNDS

- Pick up a copy of 'Explore Wimbledon', a fun activity booklet designed to keep the whole family entertained as you navigate the Grounds. Available from Information Points and the Wimbledon Foundation kiosk adjacent to Court 15.
- Visit the Wimbledon Lawn Tennis Museum, the world's largest tennis museum. Here you can learn about the history and traditions of The Championships and its players from the past 150 years. There are interactive galleries, videos, costume displays and games. You can also see
  - The Championship trophies up close, learn how Wimbledon's distinctive grass is cared for and test your own reaction skills on the interactive Batak wall.
- Discover the heritage and magic of the site as you search for Wimbledon stars 'Blade' and 'Bounce' around the Grounds.
- Collect a Wimbledon badge at the Wimbledon Foundation kiosk.
- Head to the Southern Village to test your skills in a range of exciting interactive partner activations or to relax and watch the tennis on the big screen.





## TICKETS

- Children under the age of five do not require a ticket.
- Children over the age of five and under 16 require a ticket.
- Children under 16 must always be accompanied by an adult.

## WATCHING TENNIS

Children under the age of five are not allowed on the Show Courts (Centre Court, No.1 Court, No.2 Court, No.3 Court, Court 12 and Court 18). However, there are 12 remaining courts around the Grounds which everyone can enjoy. Families with young children can also watch the live action from the Show Courts on the big screen on The Hill or in the Southern Village.

## USEFUL INFORMATION

- We understand that sometimes crowds can be overwhelming for families, so we have a small family room in Wimbledon Park opposite Gate 4, available to those who would benefit from a quiet environment.
- Other quieter, more sheltered parts of the site include Parkside and Southern Village.

- Guests are welcome to bring their own food and drink to Wimbledon, but please note that hard-sided containers, vacuum flasks over 500ml and items such as picnic hampers and cool boxes are prohibited.
- Guests are welcome to bring buggies and pushchairs.
- Baby changing facilities are available throughout the Grounds.
- Our visitors are welcome to breastfeed anywhere onsite.
- Accessible toilets and Changing Places facilities can be accessed using a RADAR key. These are available at any entrance gate and Information Points.
- For further information about access, please refer to **Accessibility at The Championships**. Alternatively, Information Points are located around the Grounds if you need assistance on the day.
- There is an onsite pharmacy located in Parkside on the east side of No.1 Court.

If you have any further questions, please contact us [here](#).





# MAPS

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

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

You can also use the interactive map in the Wimbledon App or visit [wimbledon.com](http://wimbledon.com) to see all our maps.







# THE GROUNDS



## THE GROUNDS

**AORANGI**  
A place for true tennis fans, Aorangi offers a selection of Official Partner experiences 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 and 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 Point
- Lift
- Steep Gradient
- First Aid
- Left Luggage
- Lost Property
- Mobility Scooters
- Phone Charging
- Ticket Resolution
- Shuttle Bus
- Taxi Rank
- Private Taxi

- FOOD, DRINK & RETAIL**
- Bar
  - Evian Refill
  - Hot Drinks
  - Ice Cream
  - Pharmacy
  - Picnic Collection
  - Pizzeria
  - Restaurant
  - Strawberries & Cream
  - Takeaway Cold Food
  - Takeaway Hot Food
  - Used Balls
  - Museum
  - Wimbledon Shop

- MEMBERS, DEBENTURE & HOSPITALITY**
- Debenture Information
  - Debenture
  - Members
  - Hospitality
- ACCESSIBILITY**
- Accessibility Services
  - Reserved Accessible Viewing
  - Unreserved Accessible Viewing
  - Accessible Routes & Drop-off





# THE GROUNDS

## AORANGI

### SERVICES

#### Babolat Experience

Experience the art of racket stringing with our Official Stringer, and don't miss the unique chance to make a video with your favourite Babolat player.

#### Barclays Clubhouse

Get closer to the action with Barclays meet and greet sessions and your chance to win lots of exciting prizes.

### 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.

#### 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 Ice Cream

Perfect for when the sun is shining, our ice cream is available in a variety of flavours.

#### 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

#### 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.

#### Pimm's on The Hill

Savour a classic Pimm's and Lemonade in the beautiful, floral surroundings of The Hill, or pick up a delicious pre-mixed Pimm's, perfect for on the go.

#### Stella Artois on The Hill

Stella Artois invites you to join our Perfect Serve masterclass whilst enjoying views of the large screen on The Hill.

### 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.

#### Amex Pavilion

A new space for fans on The Hill, with an upper deck for Cardmembers and a lower deck for all guests.

### 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 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. Hot drinks are also available.

#### Evian Refill

Guests can purchase and enjoy chilled evian natural water refills from the Evian Refill stations.

### RETAIL

#### Gate 3 Express Shop

A selection of bestselling items from the Official Wimbledon Shop.

#### No.1 Court Wimbledon Shop

Newly refurbished for 2024, our largest store is home to The Wimbledon Collection, our complete range of apparel and accessories, including our iconic towels, baseball caps and performance clothing.

### PLACES OF INTEREST

#### Emirates Experience

Come and discover the Emirates Experience and meet the cabin crew. Snap and share your photo and enjoy the chance to win prizes. Explore our destinations and choose where you're going to fly to next.

## 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.

#### Southern Village Bar

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

#### The Café at Ralph Lauren

The Café at Ralph Lauren offers an in-store experience, providing a range of small bites and light refreshments.

### RETAIL

#### Southern Village Express Shop

A selection of bestselling items from the Official Wimbledon Shop.

#### 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

A 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.

#### Vodafone Connection Hub

As our Official Connectivity Partner, Vodafone have increased their network capacity to deliver the best Wimbledon experience. Visit them to help you connect, and for a chance to win prizes, even if you are not a Vodafone customer.

#### Large Screen

Relax in a deckchair and watch all the action.

#### 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.

#### Evian Refill

Guests can purchase and enjoy chilled evian natural water refills from the Evian Refill stations.

#### 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 on the Tea Lawn

Come and enjoy the perfect summer drink, Pimm's and Lemonade, garnished with fresh fruit and mint for a drink that's fruity and delicious.

### RETAIL

#### Wimbledon Shop

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

#### Centre Court Wimbledon Shop

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

### PLACES OF INTEREST

#### Museum

Visit this year's exhibition, 'Express Yourself: Sport, Street, Style', to explore the stylish world of tennis fashion. 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

Technology plays a vital role in delivering The Championships. Discover this year's innovations from IBM.

## 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.

#### Evian Refill

Guests can purchase and enjoy chilled evian natural water refills from the Evian Refill stations.

#### Sipsmith Gin & Tonic Trikes

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

### PLACES OF INTEREST

#### Wimbledon Foundation

As we celebrate our 10th anniversary, visit the Wimbledon Foundation kiosk to find out more about how we champion opportunity for all. You can also collect an Explore Wimbledon activity booklet here.

#### Rose Arbour

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



# 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
- First Aid
- Mobility Scooters
- Phone Charging
- Programmes
- Ticket Resolution
- Shuttle Bus
- Taxi Rank

### FOOD, DRINK & RETAIL

- Bar
- Evian Refill
- Hot Drinks
- Pizzeria
- Takeaway Cold Food
- Takeaway Hot Food
- Used Balls
- Wimbledon Shop

### ACCESSIBILITY

- Reserved Accessible Viewing
- Unreserved Accessible Viewing

# GUEST SERVICES



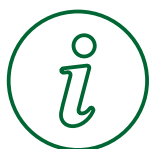
## Family Room

Located in Wimbledon Park, adjacent to Church Road opposite Gate 4, this space is open to families and young people in need of a calm space to escape the crowds or breastfeed in private.



## First Aid & Pharmacy

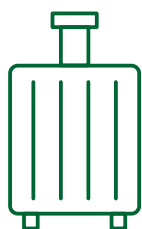
First aid at The Championships is provided by St John Ambulance. See [the map](#) for first aid posts and location of the pharmacy.



## Information Points

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

## Left Luggage



### We have four left luggage locations:

- Wimbledon Park, servicing the Queue, open from 5.30am.
- AELTC Wimbledon Park North, open from 7am.
- AELTC Wimbledon Park South, open from 8.30am.
- 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

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



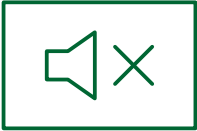
## Lost Property

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



## Phone Charging

Phone charging stations are located next to the pharmacy in Parkside, under the large screen on the Hill, next to Ticket Resale above Court 18, in the Southern Village next to the Express Shop and within the Vodafone Connection Experience.



### Quiet Room

Located in the Southern Village, this sanctuary offers guests a peaceful space to pray, meditate or just be present in the moment.

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### 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.

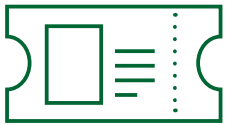
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### Smoking

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.

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### Ticket Resale, proudly supported by Barclays

Subject to availability, after 3pm you may purchase returned Show Court tickets from the Ticket Resale Kiosk north of Court 18. Tickets cost £15 for Centre Court and £10 for No.1 Court and No.2 Court. All proceeds go to the Wimbledon Foundation.

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### Water Refills

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

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### Wi-Fi

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

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### 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

A 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, where Cardmembers can relax and recharge.

### Amex Pavilion

A new space for fans on The Hill, with an upper deck for Cardmembers and a lower deck for all guests.

### Babolat Experience

Experience the art of racket stringing with our Official Stringer, and don't miss the unique chance to record a video with your favourite Babolat player.



### Barclays Clubhouse

Get closer to the action at the Barclays meet and greet sessions and your chance to win exciting prizes.



### Emirates Experience

Come and discover the Emirates Experience and meet the cabin crew. Snap and share your photo and enjoy the chance to win prizes. Explore our destinations and choose where you're going to fly to next.



### Evian Refill

Guests can purchase and enjoy chilled evian natural mineral water refills from the evian refill stations located on the water carts, and in the Tea Lawn Larder, Parkside Food Market and Walled Garden Food Market.



### IBM Experience

Technology plays a vital role in delivering The Championships. Discover this year's innovations from IBM.



### 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.



### **Pimm's On The Hill**

Savour a classic Pimm's and Lemonade in the beautiful, floral surroundings of The Hill, or pick up a delicious pre-mixed Pimm's, perfect for on the go.

### **Pimm's On The Tea Lawn**

Come and enjoy the perfect summer drink, Pimm's and Lemonade, garnished with fresh fruit and mint for a drink that's fruity and delicious.

### **The Café At Ralph Lauren**

The Café at Ralph Lauren offers an in-store experience, providing a range of small bites and light refreshments.



### **Ralph Lauren Store**

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

### **Sipsmith Gin & Tonic Trike**

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



### **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.

### **Long Bar By Stella Artois**

Stella Artois invites you to experience the Perfect Serve at the Long Bar.



### **Stella Artois On The Hill**

Stella Artois invites you to join our Perfect Serve masterclass whilst enjoying views of the large screen on The Hill.

### **Vodafone Connection Hub**

As our Official Connectivity Partner, Vodafone have increased their network capacity to deliver the best Wimbledon experience. Visit them to help you connect, and for a chance to win VeryMe prizes, even if you are not a Vodafone customer.



# 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 catch-ups and follow live point by point scores.

REGISTER WITH **myWIMBLEDON**



## The Wimbledon App

You will need the Wimbledon App in order to display your ticket, but make sure you check out the interactive map and other guest information to make the most of your day.

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



WE LOOK FORWARD TO WELCOMING YOU TO THE CHAMPIONSHIPS