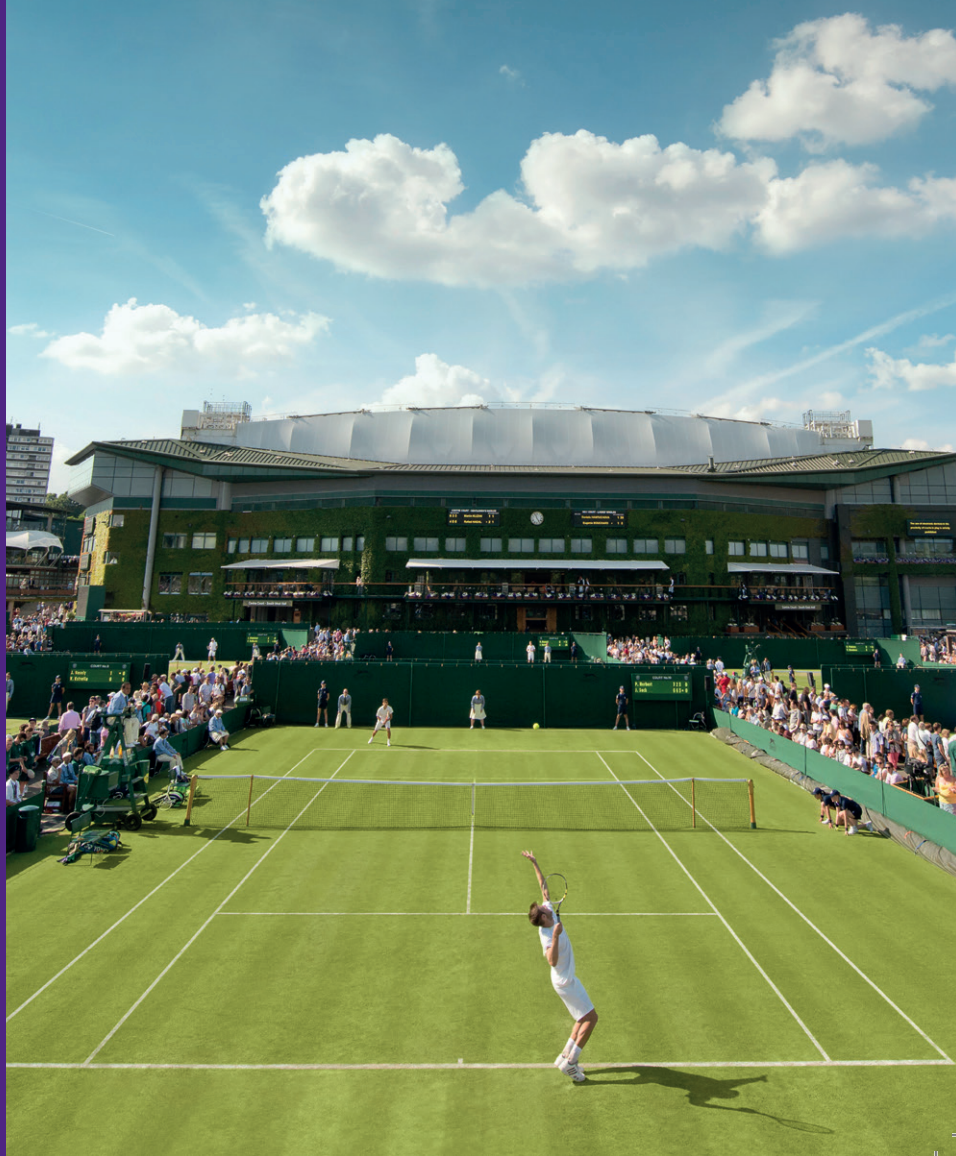




# TICKET HOLDERS' GUIDE

THE CHAMPIONSHIPS, WIMBLEDON  
MONDAY 29<sup>TH</sup> JUNE — SUNDAY 12<sup>TH</sup> JULY 2015



WIMBLEDON.COM

## A GUIDE TO THE CHAMPIONSHIPS

The Championships 2015 will see the finest players from over 60 countries compete in the five main Championships' events. In the second week these players are joined by Junior, Veteran and Wheelchair competitors, playing in their own events on The Championships' lawns.

This guide is aimed at assisting you with your plans for visiting The Championships. Our priority is the safety and comfort of all those attending The Championships, and we would therefore ask you to pay particular attention to the *Visiting The Championships, Security and Conditions of Entry to the Grounds* sections.

We have also included a map of the Grounds highlighting the location of courts and facilities. Information points are also shown, which are there to provide further guidance and advice once you arrive.

### WEBSITE/SOCIAL MEDIA

For the latest news, live scores, statistics, results, schedules, interviews, photos and videos from The Championships visit **wimbledon.com** on any desktop, mobile or tablet, or download the official apps for iPhone, Android and iPad. Follow @wimbledon on Twitter, and subscribe to Wimbledon on Facebook, Instagram, Google+ and YouTube for exclusive behind-the-scenes insights.

Please do not post pictures of your tickets on social networking sites. People may use the details of your tickets and offer them for sale online to defraud/attempt to defraud third parties into buying them. This may result in ticket holders encountering difficulties when visiting The Championships.

### PLEASE NOTE

- Neither St John Ambulance nor AELTC provides wheelchairs for visitors
- If you require a larger print version of this leaflet please contact the Ticket Office on 020 8971 2473.

## YOUR TICKETS

Please note tickets are for the court specified on the date shown and entitle the holder to entrance to that court and **not to viewing a particular match or round of matches. Matches may be moved from one court to another.**

### TICKET WARNING

The AELTC cannot guarantee that tickets purchased other than from itself or authorised agents will be valid or will gain entry. Customers who buy tickets from other sources do so at their own risk.

**Do NOT buy tickets from touts or other unauthorised agents: they will not gain you entry to the Grounds.**

Tickets with the word 'Debenture' printed on them in place of the price may be legally transferred or sold on. All other tickets are strictly non-transferable and must neither be sold nor advertised for sale whether on the internet, in newspapers or elsewhere. Any such tickets advertised for sale will be void.

## SECURITY RESTRICTIONS

In the interest of security, AELTC reserves the right to search bags, vehicles and the person as a condition of entry to the Grounds.

Access to the Grounds is likely to be quicker for those who have not brought bags.

**One bag only per person will be allowed** and this bag must measure no more than 16" x 12" x 12" (40cm x 30cm x 30cm). Further, **no hard-sided items** (e.g. picnic hampers, coolboxes, briefcases, thermos flasks and camping chairs) **of any size will be allowed into the Grounds.**

Please see Security section (Page 20) for full details of items that are not allowed into the Grounds.

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The information in this brochure is correct at the time of printing — March 2015

## YOUR TICKETS

We hope you enjoy your day at **The Championships**. Please pay special attention to the ticket conditions below, as restrictions are strictly enforced.

Please do not post pictures of your tickets on social networking sites. People may use the details of your tickets and offer them for sale online to defraud/attempt to defraud third parties into buying them. This may result in ticket holders encountering difficulties when visiting Wimbledon.

### TICKET CONDITIONS

Your attention is drawn to the following extract from the AELTC's 'Conditions of Sale':

- 1 Tickets shall not be resold or transferred (save as mentioned in (2) below) and shall not be purchased or obtained from or through any person, commercial agent, company or otherwise than directly by the applicant from the AELTC or its authorised agent. Any tickets advertised for sale will be void.
- 2 If more than one ticket is issued to an applicant those tickets may be used only by the applicant and the person intending to accompany that applicant to and at The Championships. The provision of such ticket by an applicant to such person without payment shall not contravene (1) above.
- 3 Tickets are issued subject to Conditions of Entry established by the AELTC from time to time and the AELTC shall be entitled to refuse admission to any ticket holder in reasonable circumstances and shall give written reasons if requested. A copy of the full Conditions of Entry currently in force is available on the official website of The Championships and is also available on application.
- 4 Any ticket obtained in breach of these Conditions shall be void and all rights conferred or evidenced by such ticket shall be nullified. Any person seeking to use a ticket obtained in breach of these Conditions in order to gain or provide entry to or remain at The Championships will be a trespasser and will be ejected and liable to legal action.
- 5 Tickets remain the property of the AELTC at all times.

### CANCELLATION OF PLAY

Details of the Raincheck policy introduced in 2001 are as follows and apply to all 13 scheduled days of The Championships, including the final Sunday:

- i If there is less than one hour's play because of rain on the court for which tickets have been bought, the original purchasers of the tickets for that court on that day will be refunded with the amount which they paid for those tickets – the maximum refund payable will be the face value of the tickets for the day concerned.
- ii Purchasers of Grounds Passes at the turnstiles (except those purchased after 5pm) will be eligible for a full refund if, due to rain, the average amount of play on those courts accessible with a Grounds Pass and for which play was originally scheduled is less than one hour.
- iii If there is more than one hour's play, but less than two hours' play, refunds will be limited to half the amount paid.
- iv The Referee's decision on how much play has taken place will be final.
- v Only the **original purchasers** are eligible for refunds under this policy. Refunds will be paid out automatically for tickets bought in advance, but tickets bought at the turnstiles (prior to 5pm only) should be returned without delay to: The Ticket Office, AELTC, "Raincheck", PO Box 98, London SW19 5AE.
- vi In view of the numbers that could be involved, please do not call at the AELTC's Ticket Office or telephone the AELTC.
- vii Tickets purchased at the Ticket Resale kiosk are not covered by this policy as the monies are passed to charity.
- viii Separate terms and conditions apply a) to Debenture Holders as notified by The All England Lawn Tennis Ground plc and b) to any extra days of play.

#### IMPORTANT NOTE:

Refunds are calculated as defined above and using the Referee's record of how much play has taken place on any given day. It is this official figure which determines whether or not customers are entitled to refunds, rather than the amount of play which an individual spectator may have seen.

**In the event of any curtailment or cancellation of play, due to any cause (other than negligence of the AELTC) other than rain, it is regretted that no refund of money can be made.**

### ACCESSIBILITY

We endeavour to provide a high standard of accessible facilities for visitors and spectators with a disability. If you have any comments or suggestions for further improvement please write to the Chief Executive at the following address: **AELTC, Church Road, London SW19 5AE**.

### BABES IN ARMS AND CHILDREN UNDER 5 YEARS

- We recommend that babes in arms and pushchairs are not brought to The Championships as the Grounds are large and crowded
- A ticket is not required for those under 5
- **Babes in arms and children under 5 are not allowed into the Show Courts (Centre, No.1, No.2 & No.3 Courts and Courts 12 & 18)**
- A limited number of baby changing facilities are available but there are no facilities for mothers to 'express' milk.

### CHILDREN

- Children under the age of 16 must attend with an adult and be supervised appropriately
- Children over 5 and under 12 are allowed into all courts **provided they are accompanied** by an adult **at all times**, they have their own seat and **do not disturb other spectators**.

### CONTACTING THE AELTC

General (non-ticket) Enquiries:  
**020 8944 1066**

Ticket Office (not 'box office'):  
**020 8971 2473**

Museum Enquiries:  
**020 8946 6131**

The Wimbledon Shop:  
**020 8879 5250**

Via [wimbledon.com](http://wimbledon.com)

### BARCLAYS ATP WORLD TOUR FINALS

The Barclays ATP World Tour Finals run from **15th to 22nd November 2015**. To register your interest in purchasing tickets for the season climax see [BarclaysATPWorldTourFinals.com](http://BarclaysATPWorldTourFinals.com). The AELTC Ticket Office will not be handling tickets for this event.

### PUBLIC BALLOT FOR THE 2016 CHAMPIONSHIPS

**The Championships 2016 will take place from 27th June to 10th July.**

Demand for Wimbledon tickets always exceeds supply; therefore the AELTC operates a public ballot for the sale, in advance, of a number of Centre, No.1, No.2 and No.3 Court tickets. Tickets are also sold through The Lawn Tennis Association to British Tennis Membership, schools and foreign tennis associations. Despite increasing pressure to the contrary, it is our policy to retain a significant number of tickets for the general public including an allocation of tickets for sale on the day.

To obtain an application form, please send a stamped, self-addressed envelope from 1st September 2015 to 15th December 2015 to: **AELTC, PO Box 98, London SW19 5AE**. Overseas applicants please check [wimbledon.com](http://wimbledon.com) from September 2015 for full details.

Wheelchair users: please specify that you require a Wheelchair Ballot application form.

Requests for forms postmarked after **15th December 2015** and applications which are not accompanied by a stamped, self-addressed envelope will not be processed.

Only one application per household is permitted.



## VISITING THE CHAMPIONSHIPS

We hope that everyone who visits The Championships will have a memorable experience. Here are some hints and tips for making the most of your day out:

### BEFORE YOU LEAVE HOME

- Come prepared for all weather conditions, whether hot or cold, wet or dry
- Wear appropriate footwear (flip flops and high heels are not recommended)
- If you need to bring a bag select one that measures no more than 16" x 12" x 12" (40cm x 30cm x 30cm) and has as few compartments as possible. Wheeled bags are strongly discouraged
- **Please avoid packing any of the 'Prohibited Items' illustrated on page 20 – they will not be allowed into the Grounds**
- Allow good time to reach the All England Club – local roads and transport networks will be congested and security measures are in place prior to entering the Grounds
- If you face challenges/difficulties in negotiating distances or hilly ground, it may be easier for you to bring a wheelchair (please note that neither the AELTC nor St John Ambulance provides these for visitors)
- Visitors with special dietary requirements are advised that they should bring with them what they need to eat and drink throughout the day. However, a selection of gluten-free products is available in the Aorangi Food Court, the Conservatory Kitchen, and Café Pergola
- If you intend to bring alcohol, do not bring bottles of spirits and please note the strict limits set out within the Conditions of Entry on **page 21**.

### AROUND THE GROUNDS

- Do not buy tickets from touts or any other unauthorised source – they will not gain you entry. Tickets are checked at all entry gates
- Do not leave items unattended at any time
- Allow good time to reach your seat or destination within the Grounds – do not rush through crowded areas

- Take care when negotiating stairways inside and outside the stadia. In common with most other sports and entertainment venues, there are no supporting rails in tiered sections of the stands.

### AROUND THE COURTS

- Switch off mobile phones, tablets and other communications devices in the stands and around the courts, and keep any camera flashes suppressed
- In common with many other major sports and entertainment events, The Championships will not allow 'selfie sticks' into the Grounds
- Enter or leave a stand only at a change of ends and never during a tie-break
- Do not make a noise during a rally
- Never applaud a net cord or double fault
- Smoking, which includes e-cigarettes, is forbidden within the stands of any court and in all areas covered by legislation
- Smoking is permitted in open areas with the exception of within queues and the Aorangi Terrace (including the Orchard)
- Drinks can only be consumed from plastic or cardboard cups
- Babies in arms and children under 5 are not permitted in any Show Court.

### GOING HOME

- Do remember to hand in or offer your Show Court tickets for scanning as you leave the Grounds – these will be resold for charity
- If travelling by public transport then:
  - For Wimbledon and the south, please exit via Gates 13 or 12 for taxis, bus shuttle to Wimbledon Station, Park & Ride, and the Central London bus service
  - For Southfields and the north, please leave via Gates 4 or 5 for taxis, or Gate 1 for a 12 minute walk to Southfields underground
- **Please leave in plenty of time if you have onward connections.**



## TRAVELLING TO THE CHAMPIONSHIPS

We would strongly recommend that you plan your journey in advance, taking into account that roads and public transport servicing The Championships will be heavily congested, and extra time may be needed to complete your journey.

### SOUTHFIELDS

As last year, there will be no Southfields bus shuttle service in 2015. This supports our aim of reducing traffic congestion along Wimbledon Park Road to create a more pleasant arrival experience at The Championships.

An Accessibility Shuttle will remain available from Southfields for those who might experience difficulty in walking to the Grounds.

Walking times are approximately as follows:

- 5 minutes to the entrance of Wimbledon Park where The Queue is located
- 15 minutes to the Grounds (Gate 1).

### ARRIVING BY PUBLIC TRANSPORT

#### JOURNEY PLANNER

The Transport for London website offers a comprehensive journey planner for travelling around London by train, tube, tram and bus at [journeyplanner.tfl.gov.uk](http://journeyplanner.tfl.gov.uk).

#### LONDON UNDERGROUND

Southfields on the District Line, see [tfl.gov.uk](http://tfl.gov.uk) or call TFL on **0343 222 1234**.

#### SOUTH WEST TRAINS

Wimbledon via South West Trains from Waterloo, see [nationalrail.co.uk](http://nationalrail.co.uk) or [southwesttrains.co.uk](http://southwesttrains.co.uk). National Rail enquiries **08457 484950**.

#### TRAMLINK

Services run to Wimbledon from Croydon and the suburbs. For more information see [tfl.gov.uk](http://tfl.gov.uk).

#### BUSES

There are dedicated bus services running to and from Wimbledon station direct to The Championships, and to and from Central

London via St Pancras, Euston, Baker Street, Marble Arch and Victoria. There is an Accessibility Shuttle to and from Southfields.

For more information on these and other local bus services please see [go-ahead-london.com/wimbledon](http://go-ahead-london.com/wimbledon).

#### TAXIS

Taxi services operate from the taxi ranks at Southfields and Wimbledon Stations. A shuttle service also operates from the taxi rank in Church Road (Gate 4) for Southfields and the north, and Somerset Road (Gate 13) for Wimbledon and the south, as well as services to all other destinations.

### ARRIVING BY CAR

The All England Club is situated in a densely populated suburb of London and local roads can be heavily congested during The Championships, therefore please allow plenty of time to complete your journey and gain access to car parks.

On-street parking is not permitted in any of the roads around the All England Club during The Championships. Offending vehicles will be removed.

#### BLUE BADGE DROP OFF/PICK UP

There is a Blue Badge drop off point available opposite Gate 13 on Somerset Road. For those pre-booking taxis for departure from the Grounds the pick up point is situated in Marryat Road.

#### ROUTES TO THE CHAMPIONSHIPS

Please follow the signposted routes. One-way systems operate in the Wimbledon area.

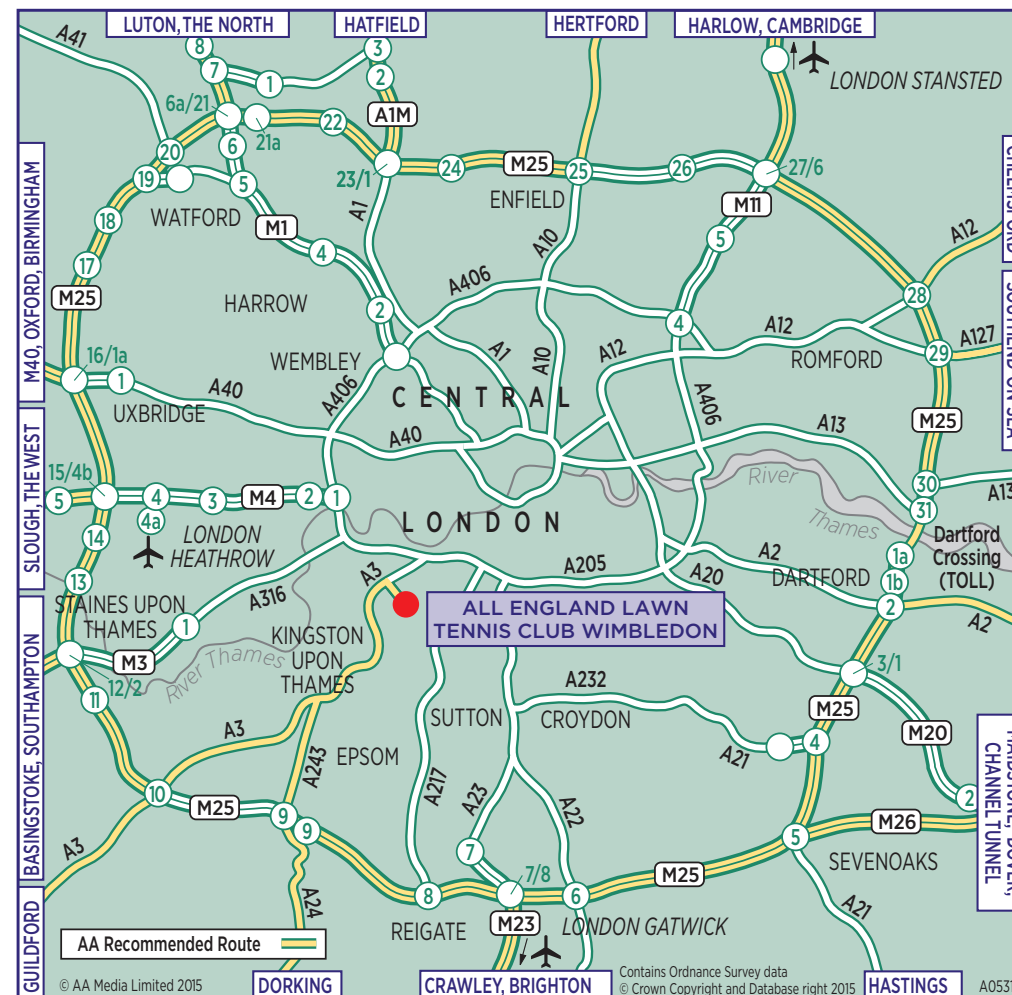
#### SAT NAVS

The AELTC lies between SW19 5AG and SW19 5AF. Do not use the postcode SW19 5AE to locate the AELTC via Sat Nav.

#### AA ROADWATCH

Call **09068 884322** or **84 322** from a mobile for the latest reports.

### LOCATION MAP





PARKING

PRE-PAID PUBLIC PARKING

Limited spaces are available in Car Park 6, entrances in Home Park Road or Church Road at a charge of £25 (for bookings visit [theaa.com/wimbledon](http://theaa.com/wimbledon)).

UNRESERVED PUBLIC PARKING

Pay on the day parking is available, subject to space, in Car Parks 6 (entrances in Home Park Road or Church Road) and 10 (entrance in Wimbledon Park Road) at a charge of £30. These open daily at 6am and 6:30am respectively.

DISABILITY PARKING

Subject to availability, pre-paid 'Disabled' car parking is available for Blue Badge holders at a charge of £25 in Car Parks 6 and 8 (for bookings visit [theaa.com/wimbledon](http://theaa.com/wimbledon)).

PARK & RIDE

A Park & Ride scheme is available (6:30am-11pm) at Morden Park, accessed from the A3 at Tolworth and via the A240 and A24. The charge for the public is £15 per car and £20 for minibuses (for bookings visit [theaa.com/wimbledon](http://theaa.com/wimbledon)).

The last public bus from the AELTC to the Park & Ride leaves from the terminal off Somerset Road at 10pm (10:40pm when there is late play on Centre Court).

CYCLING

Parking for bicycles is free in Car Park 8 on Church Road. Any bicycle locked to railings around the Grounds or the perimeter will be removed.

MOTORCYCLES

Parking for motorcycles is available in Car Park 4 at a charge of £10. This can be pre-booked through [theaa.com/wimbledon](http://theaa.com/wimbledon) or purchased on the day.

MINIBUSES

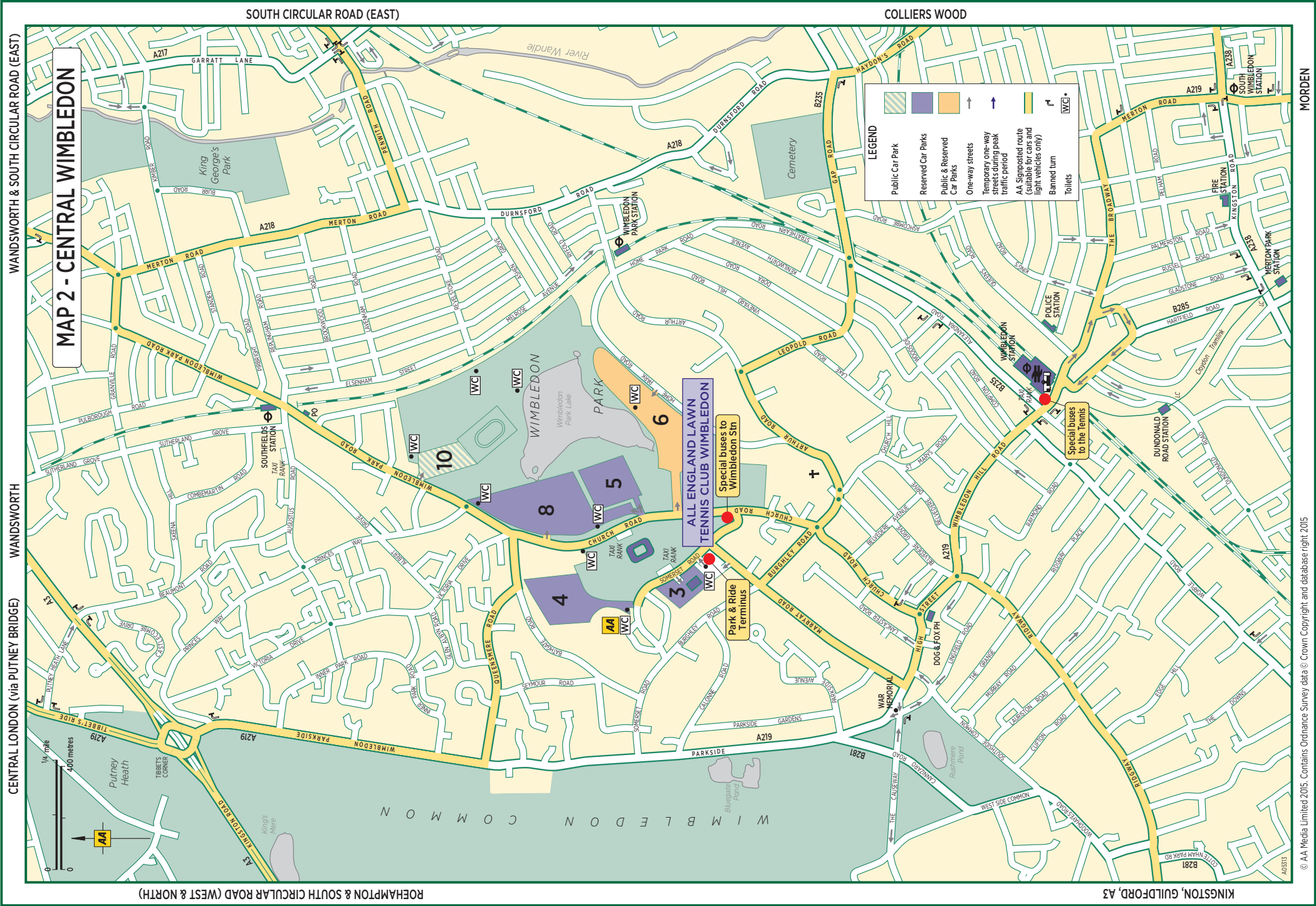
Parking is available in Car Park 4 at a charge of £30 on the day or £25 if booked in advance (for bookings visit [theaa.com/wimbledon](http://theaa.com/wimbledon)).

For general enquiries or to speak to The AA about bookings please contact The AA reservation team on 01256 492110 or email: [wimbledon.coordinator@theaa.com](mailto:wimbledon.coordinator@theaa.com).

CAR PARK ENTRANCES & OPENING TIMES

Car Park 3	entrance in Somerset Road	8am
Car Park 4	entrance in Somerset Road (includes motorcycle parking)	8am
Car Park 5	entrance in Church Road	6:30am
Car Park 6	entrances in Church Road and Home Park Road	6am
Car Park 8	entrance in Church Road (includes free bicycle parking)	8am
Car Park 10	entrance in Wimbledon Park Road (unreserved)	6:30am











## EATING AND DRINKING AT THE CHAMPIONSHIPS

### RESTAURANTS

#### A WINGFIELD RESTAURANT

Table service luncheon and afternoon tea. For luncheon, booking is advised – [fmccatering.co.uk](http://fmccatering.co.uk) and click on 'Reserve a table for The Championships' or fax 020 8944 2253.

#### B THE BASELINE GRILL

Serving a delicious hot and cold menu including burgers, seafood, salads and drinks.

### SELF-SERVICE RESTAURANTS

#### C CAFÉ PERGOLA

Service-assisted lunch and afternoon tea, carvery, light refreshments and bar.

#### D CONSERVATORY KITCHEN

Self-service hot and cold lunches, deli sandwiches, afternoon tea, light refreshments and bar.

### CAFÉS & BARS

#### B THE BASELINE CAFÉ BAR

Speciality coffees, teas, gourmet salads and bar drinks.

#### E THE LONG BAR

Quick serve beverages.

#### F COURT BUFFET

Sandwiches, salads, light refreshments and bar.

#### G PLAY TENNIS

Sandwiches and light refreshments.

#### H CHAMPAGNE BAR

Table service Champagne, seafood, sandwiches and sushi.

Visitors with special dietary requirements are advised that they should bring with them what they need to eat and drink throughout the day. However, a selection of gluten-free products is available in the Aorangi Food Court, the Conservatory Kitchen, and Café Pergola.

### 'GRAB & GO'

#### E LAWN BUFFET

Serving baguettes, salads, warm Cornish pasties and light refreshments.

#### H TEA LAWN

Strawberries & cream, pizzas, the sausage grill and fast service drinks.

#### I FOOD VILLAGE

Hot food take-aways including hot wok stir-fry, fish & chips, tex mex and burgers. **The Pantry**, serving sandwiches, salads, pastries, cookies, muffins, hot and cold beverages.

#### Ice Cream Parlour

#### The Village Bar

#### J CANYON COFFEE

Light refreshments, ice cream, hot and cold beverages.

#### K THE BAKERY

Freshly baked baguettes and pastries, light refreshments and bar.

#### L AORANGI FOOD COURT

Self-service hot and cold food, sizzling salads, stone-baked pizzas, sandwiches, strawberries & cream, coffee bar, light refreshments and bar.

#### M COURT 18 REFRESHMENTS

Ice cream and light refreshments.

#### N AORANGI CAFÉ

Southern-fried chicken, sandwiches, light refreshments and bar.

#### O AORANGI TERRACE

Bar, ice cream and light refreshments.



## THE CHAMPIONSHIPS WIMBLEDON



## GENERAL INFORMATION

### GROUND'S OPENING & MATCHES

The Grounds are open from 10:30am daily.

- On Courts 2–19 play is provisionally scheduled to start at 11:30am for main draw matches on at least the first eight days and at 11am for Junior matches on the middle Saturday and during the second week
- On Centre Court play will start at 1pm except on the final two days when play will start at 2pm
- Play on No.1 Court will start at 1pm on all 13 days
- For the daily Order of Play please check the Official Programme or **wimbledon.com**
- Non-ticket holders cannot be admitted after 8pm, therefore please allow time for security checks
- The AELTC reserves the right to change the programme without notice where it is necessary to do so
- NOTE:** Tickets are for the court specified on the date shown and entitle the holder to entrance to that court and not to viewing a particular match or round of matches. Matches may be moved from one court to another.

### MOBILITY IMPAIRED VISITORS

Please also see the The Championships' 'Easy Access Guide'.

### PARKING

Subject to availability, reserved car parking, on a level grass surface, may be available for Blue Badge holders.

### WHEELCHAIR USERS — CENTRE, No.1, No.2 & No.3 COURTS

- There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts

- There is limited unreserved space for wheelchair users on No. 3 Court on the west side via Gangway 10. Reserved spaces for wheelchair users (ticket holders only) are also accessible from this Gangway
- For safety reasons NO other seating on these courts may be occupied by wheelchair users.

### EMERGENCY

If you discover an accident, fire or suspect package etc, then:

- Contact a member of staff or steward/guard immediately, or:
- Call ext. 2666 direct from a red emergency telephone or 020 8971 2666 from an external line
- Give your name, the nature of the incident and the location.

The relevant emergency service(s) will be despatched immediately.

### 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.

Please note that, in order to ensure the effectiveness of any emergency evacuation, the AELTC regrets that spectators using wheelchairs are only permitted access to designated areas within the stands.

## A—Z AT A GLANCE

### AA OFFICE

In Car Park 4, off Somerset Road inside Gate 20.

### APP

Dedicated iPhone, iPad and Android apps are available free of charge which give news, live scores, statistics, results, schedules, interviews, photos and videos, plus an interactive map of the Grounds. To download, search for 'Wimbledon' in the iTunes and Google Play stores.

### AUTOGRAPHS

Signing sessions with players at the FanZone near the Aorangi Pavilion.

### BABES IN ARMS AND CHILDREN UNDER 5 YEARS

- We recommend that babes in arms and pushchairs are not brought to The Championships as the Grounds are large and crowded
- A ticket is not required for those under 5
- Babes in arms and children under 5 are not allowed into the Show Courts (Centre, No.1, No.2 & No.3 Courts and Courts 12 & 18)**
- A limited number of baby changing facilities are available but there are no facilities for mothers to 'express' milk.

### BANK (HSBC)

- Located just to the north of Gate 3
- Opening hours 10:30am–8pm
- ATMs are located in the Bank, the North Concourse and outside Gate 1 (see map on pages 12 & 13).

### BICYCLES

Public bicycle racks are available free, at the owner's risk, in Car Park 8.

Bicycles left in other areas will be removed by the Police.

### CHILDREN

- Children under the age of 16 must attend with an adult and be supervised appropriately

- Children over 5 and under 12 are allowed into all courts **provided they are accompanied** by an adult **at all times**, they have their own seat and **do not disturb other spectators**.

### CUSHIONS

Souvenir cushions are available from The Wimbledon Shops.

### DRINKING WATER

See map on pages 12 & 13 for the location of drinking water fountains.

### FIRST AID POSTS

St John Ambulance runs four First Aid posts (see map on pages 12 & 13).

### INFORMATION DESKS

A wide variety of information is available from six points around the Grounds (see map on pages 12 & 13).

### LEFT LUGGAGE

Please refer to Conditions of Entry. There are no left luggage facilities inside the Grounds. Left luggage facilities are provided at a number of locations outside the Grounds. Camping equipment, tents, chairs, oversize bags, picnic hampers, thermos flasks and other prohibited items must be left in one of these facilities.

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

### LIVE @ WIMBLEDON

On air, daily, throughout The Championships providing information, local traffic and weather news, broadcasting live on 87.7FM to a 4–5 mile radius from Wimbledon.

Two further channels broadcast match commentaries from Centre Court (96.3FM) and No.1 Court (97.8FM).

Live @ Wimbledon TV is available via **wimbledon.com**, the apps and on YouTube.

Portable radios with headphones are available to purchase at programme booths throughout the Grounds.



## LOST PROPERTY

Situated under No.3 Court, near Gate 13.  
Call **020 8971 2251** or see [wimbledon.com](http://wimbledon.com) for details.

## MUSEUM

Located at Gate 4, Wimbledon Lawn Tennis Museum is open daily throughout the year (10am–5pm, 5:30pm in summer) and during The Championships, for ticket holders only, from 9:30am–8pm.

Admission: Adults — £13.00  
Concessions — £11.00  
Children under 16 — £8.00

## NEWSAGENT

Located in No.1 Court (Level 1) near Gate 3.

## ORDER OF PLAY & RESULTS

The full draw of the main Championships events, the daily Order of Play and up-to-date results are displayed in the Gate 3 piazza and outside the Debenture Holders' facilities at the north side of Centre Court.

Smartphone users can download the Wimbledon App for daily Order of Play details.

Scoreboards showing point by point scores for matches on Centre and No.1 Courts are located on the Clubhouse and outside the No.1 Court stadium.

Full match information displays are available on the South Concourse opposite Court 4 and near Gate 5.

Television monitors showing up-to-date scores, results and other public information are situated around the Grounds.

## PARK & RIDE

See Park & Ride on **page 8** for details.

## PASS-OUTS

Wristbands for pass-out and re-entry to the Grounds are available at Gates 5 and 13 only.

## PHARMACY

Located in No.1 Court (Level 1) near Gate 3.

## PHOTOGRAPHY

Photographs (or film) taken inside the Grounds may only be used for private, not commercial, purposes and the AELTC shall own all intellectual property rights.

## PICNIC HAMPERS

See Security **page 20**.

## PLAY TENNIS

Interactive game, set and match fun for children south of Court 12.

## POLICE

A Metropolitan Police office is located in the North Hall of Centre Court.

## PROGRAMMES

In 2015, for the first time, you can purchase your official programme in advance. You will receive a digital copy compatible with your mobile or tablet for your day at Wimbledon, and afterwards receive the physical copy in the post at your home address. Details of how to take up this offer can be found on [wimbledon.com](http://wimbledon.com) from 1 May.

Final programmes are available from PPL Sport & Leisure, Bradford House, 39A East Street, Epsom, Surrey KT17 1BL.  
Tel: **0808 100 7377**.

## REFRESHMENTS

See **pages 14 & 15**.

## SELFIE STICKS

In common with many other major sports and entertainment events and cultural attractions, The Championships will not allow 'selfie sticks' into the Grounds.

## SHOPPING

The Wimbledon Shops, in the Centre and No.1 Court stadia, between Gates 3 & 4 and in kiosks around the Grounds, stock all official Wimbledon merchandise and a wide range of gifts and souvenirs.

## SHOW COURTS

Centre Court, No.1 Court, No.2 Court, No.3 Court and Courts 12 & 18 are defined as the 'Show Courts'.

## SPEED OF SERVICE

Try your service, compared with the professionals, at the Play Tennis marquee south of Court 12 (proceeds to charity).

## TELEPHONES, PUBLIC

Located inside the Grounds:

- In Centre Court North Tunnel
- By Gate 13 (Lost Property office)
- No.1 Court stadium (Level 1), near Gate 3
- Outside the Grounds near Gate 9 and in Marryat Road.

## TELEVISION SCREEN

Located at foot of Aorangi Terrace.

## TICKET RESALE

Subject to availability, returned Show Court tickets can be purchased daily not before 3pm, from the kiosk north of Court 18 near the top of St Mary's Walk.

Centre Court tickets are priced at £10, with other Show Court tickets available for £5. All proceeds go to charity.

Visitors who are unable to visit the Ticket Resale kiosk due to its location should speak to any Honorary Steward.

## TOILETS

See map on **pages 12 & 13** for facilities.

## TRANSPORT

The TFL website offers a comprehensive journey planner at [journeyplanner.tfl.gov.uk](http://journeyplanner.tfl.gov.uk).

**LONDON UNDERGROUND** Southfields on the District Line, see [tfl.gov.uk](http://tfl.gov.uk) or call TFL on **0343 222 1234**.

**SOUTH WEST TRAINS** Wimbledon via South West Trains from Waterloo, see [nationalrail.co.uk](http://nationalrail.co.uk) or [southwesttrains.co.uk](http://southwesttrains.co.uk). National Rail enquiries **08457 484950**.

**TRAMLINK** Services run to Wimbledon from Croydon and suburbs. For more information see [tfl.gov.uk](http://tfl.gov.uk)

**BUSES** Wimbledon station has a connecting Go-Ahead London shuttle bus service direct to

The Championships. An Accessibility Shuttle will operate for those eligible at Southfields Station. For more information see [go-ahead-london.com/wimbledon](http://go-ahead-london.com/wimbledon)

**TAXIS** Taxi services operate from the taxi ranks at Southfields and Wimbledon Stations.

On departure from the Grounds:

- **Heading North:** for Southfields or Central London use the taxi rank in Church Road (outside Gate 4)
- **Heading South:** for Wimbledon and destinations to the south, a rank is situated in Somerset Road (outside Gate 13)
- Taxi sharing is encouraged during peak times.

## WEATHER/SUN

Come prepared for extreme weather conditions, taking appropriate measures when in the sun or rain.

Even on warm days, it may be cooler in the covered and/or shaded areas of the stands in Centre and No.1 Courts and an extra layer of clothing may be required.

## WEBSITE/APPS/SOCIAL MEDIA

For the latest news, live scores, statistics, results, schedules, interviews, photos and videos from The Championships visit [wimbledon.com](http://wimbledon.com) and download our apps for iPhone, Android and iPad. Follow [@wimbledon](https://twitter.com/wimbledon) on Twitter for the very latest updates, and subscribe to Wimbledon on Facebook, Instagram, Google+, Pinterest and YouTube for exclusive behind-the-scenes insights.

## WHEELCHAIRS

A special map/information leaflet is available at all gates with recommended routes shown on the map.

There are a limited number of reserved spaces for wheelchair users on Centre, No.1, No.2 and No.3 Courts.

**For safety reasons NO other seating on these courts may be occupied by wheelchair users.**

**Neither St John Ambulance nor AELTC provides wheelchairs for visitors.**

## SECURITY

Our desire to protect the safety and security of all our visitors means that comprehensive security measures will be in place for The Championships, including extensive searches (of bags, vehicles and the person) on entry to the Grounds and the Show Courts.

Please note all the restrictions on bag sizes (opposite) and prohibited items (below) which will be enforced.

The speed of entry to the Grounds is decreased dramatically when multi-pocketed bags/backpacks are presented.

**Any prohibited items inadvertently brought to The Championships can be deposited at left luggage facilities outside the Grounds.**

### PROHIBITED ITEMS

The following items are prohibited from the Grounds:



**Any items discovered after entry through the gates will be confiscated and cannot be collected on exit.**

### LEFT LUGGAGE

Left luggage facilities outside the Grounds are marked on the map on **pages 12 & 13**. There are no left luggage facilities inside the Grounds.

A charge of £1 will be made for deposited items, apart from camping equipment, which will cost £5. Proceeds are donated towards improving facilities in Wimbledon Park.

## CONDITIONS OF ENTRY TO THE GROUNDS

### THE CHAMPIONSHIPS, WIMBLEDON 2015

Entry to the Grounds of the All England Lawn Tennis Club requires a valid ticket, authorised voucher or pass issued by or on behalf of The All England Lawn Tennis Club (Championships) Limited ("AELTC"), which must be retained at all times and implies acceptance of the following conditions which have been established for the safety and enjoyment of all our visitors and may be amended from time to time:

### SAFETY AND SECURITY

The AELTC reserves the right to limit items which may be brought into the Grounds and to search bags, vehicles and the person before granting entry to the Grounds and other specific facilities within the Grounds.

### PROHIBITED ITEMS

The following items are prohibited from the Grounds:

- Any bag exceeding 40cm x 30cm x 30cm (16" x 12" x 12");
- Hard-sided containers/items – such as picnic hampers/cool boxes, flasks and camping chairs;
- Any item which may be interpreted as a potential weapon and/or compromise public safety, including sharp or pointed objects (e.g. knives, large corkscrews), 'personal protection' sprays and fireworks/flares;
- Large flags (over 2' x 2'), banners, rattles, klaxons or oversized hats;
- Any objects or clothing bearing political statements or commercial identification intended for 'ambush marketing'.

Visitors in possession of prohibited items may be refused entry or ejected from the Grounds.

### ALCOHOL AND REFRESHMENTS

Alcohol may be brought into the Grounds but is limited to the equivalent of one bottle of wine or Champagne (750ml) or two cans of beer (500ml) or two cans of premixed aperitifs per person. Bottles of spirits or fortified wines will not be allowed into the Grounds. The consumption of alcohol is permitted only in public bars and other authorised areas. Glass drinking vessels may not be used on the Show Courts; all drinks taken onto the Show Courts must be covered to avoid spillage. Hot and/or strong smelling food may not be taken onto the Show Courts. The AELTC reserves the right to refuse entry to the stands of any court to anyone carrying alcohol and to ask anyone drinking alcohol in the stands to leave.

### BEHAVIOUR

The use of any annoying or dangerous behaviour, foul or abusive language or obscene gestures, the removal of shirts or any clothing likely to cause offence and the

climbing onto any building, wall or other structure/ equipment and the use of wheeled footwear is forbidden and may result in ejection from the Grounds.

### COURTS

Unauthorised persons are not permitted on the courts at **ANY** time.

### PHOTOGRAPHY AND FILMING

The use of photographic equipment must not inconvenience any other person in the Grounds. Still photographs, film, videotape or other audio-visual material recorded within the Grounds may not be sold, used or published commercially in any way whatsoever unless authorised by the AELTC and may be confiscated by the AELTC if such usage is suspected. AELTC shall own all intellectual property rights in materials taken or recorded in the Grounds.

### MOBILE TELEPHONES, TABLETS, COMMUNICATIONS DEVICES AND RADIOS

The use of mobile telephones, computers or other electronic devices, communication devices, audio-visual equipment or radios must not inconvenience fellow spectators or any other person in the Grounds or be used to capture or transmit data for the purposes of assisting betting or gambling or any commercial purpose; in particular they must be **SWITCHED OFF** in and around the courts in play. Personal headphones must be used when listening to radios inside the Grounds. Betting is prohibited in the Grounds at all times.

### TICKETS

Championships tickets may not be bought, sold or distributed without lawful authority.

### FILMING AND BROADCASTING AT THE CHAMPIONSHIPS

During the Wimbledon fortnight, various filming, photography and broadcasting takes place. By your presence at The Championships, you grant your permission for your likeness and voice to be included in pictures and/or on film and their exploitation and advertising without compensation or credit.

**THE AELTC RESERVES THE RIGHT FOR ITS AUTHORISED EMPLOYEES, AGENTS, CONTRACTORS AND POLICE OFFICERS TO REMOVE FROM THE GROUNDS ANY PERSON WHO CONTRAVENES THE ABOVE 'CONDITIONS OF ENTRY' AND ANY PERSON WHOSE PRESENCE AND/OR BEHAVIOUR IN THE GROUNDS COULD REASONABLY BE CONSTRUED AS DANGEROUS, A NUISANCE OR ANNOYANCE TO ANY OTHER PERSON IN THE GROUNDS.**

AS OF SEPTEMBER 2014



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