

A • E • L • T • C

A GUIDE TO QUEUEING FOR THE CHAMPIONSHIPS



THE CHAMPIONSHIPS WIMBLEDON

MONDAY 21st JUNE TO SUNDAY 4th JULY 2010

www.wimbledon.org

THE QUEUE



The operation of *The Queue*, for on-day ticket sales at The Championships, has been designed to provide a special Championships experience, to ensure fairness and to create an area suitable for our queueing visitors. We acknowledge the help and cooperation of the Metropolitan Police, the Wimbledon Park Golf Club and the London Boroughs of Merton and Wandsworth in providing a safe environment for those who wish to queue and/or camp overnight for Championships tickets.

There is ONE QUEUE for the on-day sale of tickets at the Gate 3 turnstiles.

We appreciate your cooperation with our Stewards, supported by experienced Security Officers and the Police, to ensure good behaviour in the queue and restraint with regard to noise and the consumption of alcohol.



The queueing and early morning procedures (see pages 12–16), together with the show court ticket allocations, will be very similar to previous years. The queue will traverse through the Wimbledon Park Golf Club towards Gate 3 via the Security Search Area and the Church Road Bridge.

We would especially ask you to respect the environment. The Wimbledon Park and the Wimbledon Park Golf Club are facilities which are enjoyed by many others throughout the year. We very much appreciate the use of these areas to improve your experience and safety at The Championships.



Photograph: Tommy Hindley/AELTC

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*The information in this brochure is correct at the time of printing;
for the latest Championships information, please consult*

www.wimbledon.org

WELCOME



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WELCOME

WELCOME to the 2010 Championships. Once again, the finest players from more than 60 countries will compete in the five main Championships events. In addition, the three Veteran and four Junior events will also contribute to the excitement for spectators at one of the world's greatest sporting events.

Although the major changes to Centre Court, including the roof, and the new Court 2 were completed for the 2009 Championships, work continues at the south of the Grounds. A new Court 3 will be open for the 2011 Championships together with new facilities for marquee hospitality guests and The All England Club's Groundstaff. For 2010, you should be aware that the southern courts have already been renumbered to accommodate the consequences of this work (please refer to the map in this Guide).

For safety and comfort reasons, we would ask that spectators do not use glass drinking vessels on the show courts;

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WELCOME



in addition, all drinks taken onto show courts or into the stands of any court should be covered to avoid spillage. Hot and/or strong smelling food will also be prohibited on the show courts.

Play is scheduled to start on Centre and No.1 Courts at 1.00 p.m. for the first eleven days and at 2.00 p.m. on finals days. On all other courts the start of play will be scheduled for 12.00 noon for at least the first eight days and 11.00 a.m. for Junior matches on the middle Saturday and the start of the second week.

*We hope that you enjoy your visit
to Wimbledon.*



SAFETY & COMFORT



THE CHAMPIONSHIPS GROUNDS cover more than 40 acres and are built on land which is not totally level. As well as this, at certain times (for example, before, between and after matches as well as during periods of inclement weather), parts of the Grounds can become very busy. We therefore urge you to take care and to consider your own and others' safety and comfort by heeding the following advice:

- ★ wear appropriate footwear (note: flip-flops and high-heels are not recommended). This will help you as you make your way to and from the Grounds, enter and exit the stadia and negotiate some of the more challenging areas of the site, especially during, or as a result of, inclement weather.
- ★ allow good time to reach your seat, or any other destination, avoiding the need to rush through any crowded areas.
- ★ take particular care when negotiating stairways, both inside and outside the stadia and especially in crowded conditions.

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WELCOME

In common with most other sports and entertainment venues, there are no supporting rails to the tiered sections within the courts.

- ★ beware of extreme weather conditions; in particular, remember to take appropriate protective measures when spending periods in the sun. Wearing a hat, applying sunscreen regularly throughout the day and drinking plenty of water are all strongly recommended in such conditions.
- ★ do not leave any items unattended at any time.
- ★ if you face challenges/difficulties in negotiating distances or hilly ground, it may be easier for you to bring a wheelchair. If this is the case and you have tickets for a show court, please check to see if your tickets are in an area which accommodates wheelchairs. If not, you will be asked to leave the chair in a designated area and then access your seat by stairs or lift, if available. *Please note that neither the AELTC nor St John Ambulance provide wheelchairs for visitors.*



SECURITY



THIS YEAR, once again, comprehensive security measures will be in place for all those visiting The Championships; these will include extensive searches on entry to the Grounds and the show courts. You should note the restriction on the number and size of bags which may be brought into the Grounds.

One bag only per person will be allowed and this bag must measure no more than 18" x 12" x 12" (45cm x 30cm x 30cm). Further, no hard-sided items (e.g.: picnic hampers, coolboxes or briefcases) of any size will be allowed into the Grounds.

Left luggage facilities will again be provided outside the Grounds for items exceeding these criteria and for any other items you do not need during the day. Every effort will be made to speed your progress through the search procedures; however, this process depends on the requirements of the Metropolitan Police and you are strongly advised to arrive as early as possible after the Grounds open at 10.30 a.m. We know that these procedures may be inconvenient but we are equally sure that you will understand the need to protect the safety and security of all our visitors.

THE QUEUE



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THE
QUEUE

Wimbledon remains one of the very few major U.K. sporting events for which one can still buy premium tickets on the day of play.

The queue has an allocation of tickets for Centre Court, No.1 Court, No.2 Court and Ground Admission. A substantial queue forms for the daily allocation of tickets. For a Ground pass it is usually necessary to join the queue several hours before the Grounds open. For a show court ticket, many people choose to queue overnight to maximise their chances of being able to purchase a ticket for Centre, No.1 or No.2 Court. However, the Club is under considerable pressure from neighbours and the police to discourage excessive queueing, especially overnight, and the queue is requested to minimise disruption by not causing health and safety risks by, for example, burning barbecues and by respecting our neighbours and the environment in areas designated for queueing.

Tickets are sold on a strictly one per person queueing basis. The Honorary Stewards operate a *Code of Conduct* for queue and will

arbitrate in any dispute. Your position in the queue cannot be reserved by the placing of equipment—you *must be present in person*.

QUEUE CARD

On your arrival at the end of the queue you will be issued with a Queue Card. This card is dated and numbered to show your position in the queue. *It must be retained* and will be checked on entry to the Grounds.

QUEUEING PROCEDURES

There are teams of Stewards, appointed and trained by the All England Club and available 24 hours a day, to help and guide you. Please ask them about any aspects of queueing and information about The Championships. In particular, on arrival, check the location of the queue for the day you wish to visit The Championships; on busy days there may be queueing for more than one day.

As you join the queue, you will be given a dated and numbered *Queue Card*. This is evidence of your presence and position in the queue and *must* be retained until you reach the turnstiles and have purchased a Championships Ticket (see also page 16).

Overnight—Queueers may occupy reasonably generous space within the Park; however, early in the morning (approximately 6.00 a.m.) you will be woken by the Stewards, asked to dismantle ‘camping’ equipment, move cars to

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THE
QUEUE

the car parks and then close up into tighter formation so as to create space for those joining the queue on the day. Camping equipment and items exceeding the bag restrictions (see page 11) must be taken to a Left Luggage facility (open 6.30 a.m.) outside the Grounds before passing through the search procedures (see *Security* page 11). At approximately 7.30 a.m., Stewards will issue wristbands to those towards the front of the queue who are queueing for tickets for Centre and Nos. 1 and 2 Courts. The number of wristbands issued exactly matches the quantity of tickets available for each court on that day.

The Bridge—If you are likely to have difficulty negotiating the Church Road bridge, please advise a Steward.

Mobility Impaired Visitors—There are facilities for mobility impaired visitors to wait nearer the Grounds; entry to the Grounds will be in Queue Card number order. Please ask any Steward for further assistance.

On the Day—Please ask a Steward to direct you to the end of the queue.

Ground Entry—The turnstiles will open at approximately 9.30 a.m., except for the two finals days, although, with the exception of some catering and shopping outlets, toilets and the Bank, most of the Grounds will not be accessible until the scheduled opening time at 10.30 a.m. Once maximum Ground

capacity has been reached, subject to prevailing weather/Ground conditions, in accordance with the Club's Safety Certificate, queuers will be admitted on a 'one out, one in' basis only as spectators finally leave the Grounds.

Toilet Facilities—These are available 24 hours daily in Wimbledon Park and as required in the Wimbledon Park Golf Club.



Photograph: Neil Tingle/AILTC

TICKETS



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THE
QUEUE

Demand for Wimbledon tickets always exceeds supply; therefore the Club operates a public ballot for the sale, in advance, of a number of Centre, No.1 and No.2 Court tickets. Tickets are also sold through The Lawn Tennis Association to affiliated clubs, schools, their membership scheme 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. We also continue with extensive measures to minimise the 'black market' and ensure that tickets are used by those who originally bought them.

DAILY TICKETS & ADMISSION

Centre Court—A limited number of tickets is available daily, except for the last 4 days when all are sold in advance.

No.1 Court—A limited number of tickets is available each day.

No.2 Court—A limited number of tickets is available for the first 9 days.

Court 3—Seats on west side and free standing are unreserved.

Courts 4-19—All seats are unreserved.

Ticket Resale: seat ticket holders leaving before the end of play are requested to place their tickets in the red boxes provided or have their tickets scanned on exit from the Grounds. They will be re-sold inside the Grounds, after 3.00 p.m., from the kiosk to the north of Court 18 near the top of St Mary's Walk.

CANCELLATION OF PLAY DUE TO RAIN

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 ground passes at the turnstiles (except those purchased after 5.00 p.m.) will be eligible for a full refund if, due to rain, the average amount of play on those courts accessible with a ground pass and for which play was originally scheduled is less than one hour.

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TICKETS

2010 TICKET PRICES

Subject to confirmation

CENTRE COURT			NO.1 COURT		NO.2 COURT		GROUND TICKETS**	
							Before 5.00 p.m.	After 5.00 p.m.
FIRST WEEK	MONDAY	21st JUNE	£41	£38	£34	£14	£20	£14
	TUESDAY	22nd JUNE	£41	£38	£34	£14	£20	£14
	WEDNESDAY	23rd JUNE	£52	£47	£41	£14	£20	£14
	THURSDAY	24th JUNE	£52	£47	£41	£14	£20	£14
	FRIDAY	25th JUNE	£65	£56	£48	£14	£20	£14
	SATURDAY	26th JUNE	£65	£56	£48	£14	£20	£14
SECOND WEEK	MONDAY	28th JUNE	£74	£63	£52	£14	£20	£14
	TUESDAY	29th JUNE	£74	£63	£35	£12	£17	£12
	WEDNESDAY	30th JUNE	£85	£72	£32	£12	£17	£12
	THURSDAY	1st JULY	£85*	£47	available only for as many days as a full programme can be maintained	£16	£15	£11
	FRIDAY	2nd JULY	£95*	£31		£15	£15	£11
	SATURDAY	3rd JULY	£95*	£29		£8	£5	
SUNDAY			£104*	£25				

ENTRY AT ANY TIME IS SUBJECT TO GROUND CAPACITY

PLEASE NOTE THAT PAYMENT FOR TICKETS PURCHASED AT THE TURNSTILES IS BY CASH ONLY
(TO MAINTAIN SPEED OF ENTRY). CREDIT/DEBIT CARDS CANNOT BE ACCEPTED.

* The last 4 days on Centre Court are not sold at the turnstiles.
** Ground tickets, available on the day of play only, entitle use of
unreserved seating and standing on Courts 5-19.

- 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 Club's turnstiles (prior to 5.00 p.m. only) should be returned without delay to: The Ticket Office, The All England Lawn Tennis & Croquet Club, "Raincheck", P.O. Box 98, London SW19 5AE.
- vi. In view of the numbers that could be involved, *please do not call at the Club's Ticket Office or telephone the Club.*
- 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.

In the event of any curtailment or cancellation of play, due to any cause (other than negligence of the Club) other than rain, it is regretted that no refund of money can be made. Refunds will not be made on the day; please do not call at or telephone the Ticket Office.

THE QUEUE CODE OF CONDUCT

The All England Lawn Tennis & Croquet Club, in accordance with statutory authority, reserves the right to refuse entry to anyone adopting unreasonable social behaviour or who causes obstruction, danger or annoyance and/or commits any action against the spirit of this *Code of Conduct*.

Please have regard for our neighbours, the facilities and others in the queue and adopt reasonable social behaviour at all times

1. You are in the queue if you join it at the end and remain in it until you have acquired a ticket at the turnstiles.
2. Your position in the queue cannot be reserved by the placing of equipment—you must be present in person and hold a valid, numbered and dated Queue Card.
3. You may not reserve a place in the queue for somebody else, other than in their short term absence (e.g. toilet break, purchase of refreshments etc.).
4. QUEUE JUMPING IS NOT ACCEPTABLE AND WILL NOT BE TOLERATED.
5. There are no left luggage facilities inside the Grounds; only one bag per person will be allowed and any item/bag exceeding 18" x 12" x 12" (45cm x 30cm x 30cm) in size or hard sided bags of any size must be left in one of the facilities outside the Grounds.
6. The turnstiles accept cash only; if necessary, please ask a steward for directions to the nearest ATM (cash point).
7. Do not leave bags or other items unattended at any time; they will be removed and may be destroyed by the Police.
8. Confiscation of a Queue Card constitutes refusal of entry to the Championships Grounds.
9. Barbecues or fires are NOT permitted in the queue, in Wimbledon Park, the Golf Course and on pavements outside the Park or Golf Course.
 - ★ Overnight queuers should use tents which accommodate a maximum of two persons.
 - ★ Do not play music or ball games etc. after 10.00 p.m. At this time all campers must be close to their tents and settling down for the night, recognising that other campers will be going to sleep. This rule is strictly enforced.
 - ★ Pizza/'take-away' orders must be arranged for delivery at the Wimbledon Park Road gate only.
 - ★ Excess consumption of alcohol and/or drunken behaviour will not be tolerated and will result in the confiscation of your Queue Card and removal from the Queue. There is a limit of alcohol allowed into the Grounds of one bottle of wine or two 500ml cans of beer per person.
 - ★ Please use the litter bins provided.
 - ★ Loud music must NOT be played at any time (use personal headphones).

The Stewards have the All England Lawn Tennis Club's authority, supported by Security Officers and the Police, to withdraw your Queue Card and therefore refuse entry to the Grounds. *Chief Executive, AELTC*

ENJOYING THE CHAMPIONSHIPS

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THE
TENNIS



GROUND OPENING & MATCHES

The Grounds are open from 10.30 a.m. daily until one hour after close of play or 10.00 p.m., whichever is earlier.

On Courts 2-19 play is provisionally scheduled to start at 12.00 midday for at least the first eight days and at 11.00 a.m. for Junior matches on the middle Saturday and during the second week. On Centre and No.1 Courts play will start at 1.00 p.m. except on the final two days when play on these courts will start at 2.00 p.m. Please check the daily order of play. In the first week the early rounds of the Men's and Ladies' Singles, Gentlemen's, Ladies' and Mixed Doubles will be played on all courts, with top seeds' matches played on the show courts. On the middle Saturday the Juniors' events commence and will be played on the outside courts as well as on some of the show courts. *Non-Ticket Holders cannot be admitted after 8.00 p.m.*

PROVISIONAL PROGRAMME OF PLAY

The following is only a guide and may change due to circumstances beyond the Club's control, e.g. weather, player injury etc.

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THE
TENNIS

EARLIEST START DATES

FIRST WEEK

Monday	Gentlemen's & Ladies' Singles
Tuesday	Gentlemen's & Ladies' Doubles
Thursday	Mixed Doubles
Saturday	Boys' & Girls' Singles

SECOND WEEK

Tuesday	Ladies' Singles Q.F. Boys' & Girls' Doubles Veterans' Invitation Doubles	Centre & No.1
Wednesday	Gentlemen's Singles Q.F.	Centre & No.1
Thursday	Ladies' Singles S.F. Championship Doubles S.F.	Centre Court Centre or No.1
Friday	Gentlemen's Singles S.F. Championship Doubles S.F.	Centre Court Centre or No.1
Saturday	Ladies' Singles Final Gentlemen's Doubles Final Ladies' Doubles Final	Centre Court Centre Court Centre Court
Sunday	Gentlemen's Singles Final Mixed Doubles Final	Centre Court Centre Court



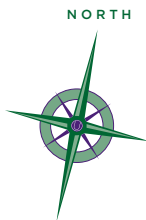
THE LAWN TENNIS CHAMPIONSHIPS

WIMBLEDON

2010

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THE
TENNIS



- Recommended Routes for Wheelchair Users
- Ticket Holders' Entrances
- Non-Ticket Holders' Entrance via The Queue
- Private and Contractors' Entrances
- Access Under Stands
- Reserved Seating
- Unreserved Seating
- The Wimbledon Shop
- Refreshments
- Toilets
- Toilets for those in the Queue
- First Aid
- Information
- Drinking Fountain

yards 50 100



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THE
TENNIS

THE LONG TERM PLAN

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LONG
TERM
PLAN

Since the 2009 Championships, work has progressed at the southern end of our Grounds towards the creation of a new Court 3, together with a new Court 4 on the other side of the extended St Mary's Walk.

New Court 3, a 2,000 seat open bowl stadium, with commentary and TV camera positions and two large screens, will be opened in 2011. Underneath the terracing will be amenities such as public toilets and a lost property office.

New Court 4, like new Court 3, is also scheduled to open in 2011, but for 2010 the concrete base will take a temporary grandstand to enable Court 5 to be scheduled as a show court.

St Mary's Walk is the major pedestrian access route running from the top of Aorangi Terrace past Centre Court down to the southern courts. For 2010 it has been extended to the south end of Court 8 to make it much easier for spectators to move around this part of the Grounds.

As part of the same project, other facilities at the southern end of the Grounds are also under construction, including a single storey Facilities Building, as well as a new Groundsman's Office, Maintenance Workshop and related storage.

Below: artist's impression of new Court 3

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LONG
TERM
PLAN



EATING & DRINKING



TEA LAWN

Champagne and Pimm's,
strawberries & cream,
light refreshments including pizza,
dutch sausage, sandwiches, salads,
cookies, pastries, baguettes,
ice cream and the Long Bar

Café Pergola

service-assisted lunch and afternoon tea,
light refreshments, beverages and wine bar

WINGFIELD RESTAURANT

waitress service luncheon and afternoon tea
booking advised—reservations.fmc@aeltc.com
or fax: 020 8944 2253

FOOD VILLAGE

fast service of hot food take-aways
(including stir-fry, fish & chips, pizza,
burger & chips), sandwiches, salads,
pastries, cookies and beverages from
The Pantry, the ice cream parlour and the
Village Bar

THE BASELINE

Diner—serving hot and cold food
including burgers, salads and drinks
Café—serving sandwiches, hot paninis,
cakes and freshly ground coffee

THE BAKERY

fast service of baguettes, sandwiches,
freshly baked pastries
and hot and cold beverages

CONSERVATORY BUFFET

self-service hot and cold lunches,
afternoon tea, light refreshments and supper

AORANGI FOOD COURT

self-service hot and cold food, roast to go,
pizzas, salads, sandwiches
strawberries & cream and light refreshments

AORANGI CAFÉ

fast service of southern-fried chicken,
sandwiches, light refreshments and bar

AORANGI TERRACE

Pimm's, ice cream and light refreshments

COURT BUFFET

sandwiches, light refreshments, beverages
& Pimm's bar

PLAY TENNIS

sandwiches and light refreshments

A-Z

Refer to the map on pages 24 and 25



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A-Z

AA Office—in Car Park 4, off Somerset Road inside Gate 20.

Autograph Island—interviews and signing sessions with top players near the Aorangi Pavilion.

Babies—We recommend that babes in arms and pushchairs are not brought to The Championships as the Grounds are large and crowded. However, 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 and No.2 Courts and Courts 5, 12 & 18). A limited number of baby changing facilities are available but there are no facilities for mothers to ‘express’ milk. (See also ‘Children’ below).

Bank (HSBC)—situated just to the north of Gate 3 and open each day of The Championships from Ground opening to 8.00 p.m. Automatic till machines are also available in the Bank, in the North Concourse and outside Gate 1.

Bicycles—public bicycle racks are available free, at the owner’s risk, in Car Parks 6 & 8.

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

Children—A ticket (full price) is required for all children aged 5 years old and over. Children in this category are allowed into all courts provided that they have their own seat and do not disturb other spectators. NOTE: Children under 12 years MUST BE ACCOMPANIED by an adult at AT ALL TIMES.

Cushions—Souvenir cushions are available from The Wimbledon Shops.

Drinking Water—see map on pages 24 & 25 for the location of drinking water fountains.

First Aid Posts—the St John Ambulance Brigade runs four First Aid posts (see map on pages 24 & 25).

Information Desks—a wide variety of information is available from six points around the Grounds.

Lawn Tennis Association—details of membership (British Tennis Membership), literature and other information are available from the British Tennis Information Area in No.1 Court (Level 1) near Gate 3.

Left Luggage—left luggage facilities are provided at a number of locations OUTSIDE the Grounds. Camping equipment, oversize bags, picnic hampers and other prohibited items or bags not required during your visit to The Championships must be left in one

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of these facilities. In the interests of security and the safety of all our visitors, THERE ARE NO LEFT LUGGAGE FACILITIES INSIDE THE GROUNDS.

Lost Property—a Lost Property Office is situated under Court 3 West Stand—near Gate 13. Telephone enquiries 020 8971 2251.

Museum—The Museum Building is at Gate 3. The Wimbledon Lawn Tennis Museum is open daily throughout the year (10.00 a.m.–5.00 p.m.) and, for ticket holders only, during The Championships from 10.30 a.m. to 8.00 p.m. **ADMISSION:** *Adults*—£10.00; *OAPs, students and concessions*—£8.75; *children under 16*—£5.50.

Newsagent—newspapers (English and foreign) and magazines are available from the kiosk 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 results to date are displayed in the piazza inside Gate 3 (the turnstile entrance) and outside the Debenture Holders' Lounge at the north side of Centre Court. Scoreboards showing point by point scores for matches on Centre and No.1 Courts are located on the main concourse and outside the No.1 Court Stadium. Full match information displays are available on the Main 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.

Pass-outs—to exit and re-enter the Grounds a valid ticket and the appropriate wristband are required. Pass-out wristbands are available at most gates.

Pharmacy—toiletries, pharmaceuticals and photographic services are available from the kiosk in No.1 Court (Level 1) near Gate 3.

Photography—photographs (still or motion) taken inside the Grounds may only be used for private, not commercial, purposes.

Picnic Hampers—see *Security* below.

Play Tennis—interactive game, set and match fun for kids south of Court 12

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

Programmes—official programmes, containing daily order of play, essential information and articles about The Championships, may be purchased from kiosks around the Grounds. Final programmes are available from PPL Sport & Leisure, Bradford House, 39A East Street, Epsom, Surrey KT17 1BL.

Radio Wimbledon—on air, daily from 8.00 a.m., throughout The Championships providing latest scores, match reports, background information, local traffic and weather news, broadcasting live on 87.7 FM

to a 4–5 mile radius from Wimbledon. Two further channels broadcast match commentaries from Centre Court (96.3 FM) and No.1 Court (97.8 FM).

Refreshments—see page 28.

Security—in the interests of security The All England Club reserves the right to search bags, vehicles and the person as a condition of entry to the Grounds. ONE BAG ONLY PER PERSON WILL BE ALLOWED and this bag must measure no more than 18" x 12" x 12" (45cm x 30cm x 30cm). Further, NO HARD-SIDED ITEMS (e.g. picnic hampers, coolboxes or briefcases) OF ANY SIZE WILL BE ALLOWED INTO THE GROUNDS. DO NOT LEAVE PACKAGES UNATTENDED AT ANY TIME.

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; the funds generated contribute towards the further development of lawn tennis in Great Britain.

Show Courts—Centre Court, No.1 Court, No.2 Court and Courts 5, 12 & 18 are defined as the 'show courts'.

Speed of Service Net—try your service, compared with the professionals, at the

Play Tennis marquee (proceeds to charity).

Telephones, Public—located inside the Grounds near Gates 4 and 13, in the No.1 Court stadium and outside the Grounds near Gate 9 and in Marryat Road.

Television Screen—a giant television screen shows current matches and tennis information to all areas of the Aorangi Terrace.

Toilets—see map on pages 24 & 25 for the toilet facilities which are available throughout the Grounds.

Transport—

Buses—for Wimbledon station leave from Somerset Road, by Gate 11; for Southfields station leave from the terminal near Gate 1 on Church Road.

Underground—the nearest underground stations are Southfields (to the north—approx. 15 minute walk), Wimbledon (to the south—approx. 20 minute walk); both on the District Line.

Taxis—in Church Road outside Gate 4 (heading north) and in Somerset Road outside Gate 13 (heading south).

Tram—'Tramlink' runs regularly between Croydon and suburbs and Wimbledon Station.

Weather/Sun—You are reminded to take the appropriate measures for protection of the skin against the sun. You may be in

sunlight for long periods when the use of sunscreens and protective hats and clothes is essential. However, 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. (See also *Safety & Comfort at The Championships* page 9.)

Wimbledon Village—a short walk up a steep hill from The Championships and you will discover an excellent selection of restaurants and public houses together with many specialist and exclusive shops.

Wheelchairs—a special map/information leaflet is available at all gates. The recommended routes are shown on the map. Wheelchairs may only be taken into designated positions in the show courts.

There will be reserved spaces for wheelchair users on Centre and No.1 Court, No.2 Court and Court 3 at the 2011 Championships. A leaflet explaining how to enter the ballot for these spaces is available from either of the Gate 3 or Centre Court (sw) Information Desks during The Championships.



ACCESSIBILITY

The Committee and Management of The All England Lawn Tennis & Croquet Club endeavour to provide a high standard of accessible facilities for visitors and spectators with a disability, including those using a wheelchair. If you have any comments or suggestions for further improvement please write to the Chief Executive at the following address: The All England Lawn Tennis & Croquet Club, Church Road, Wimbledon, London SW19 5AE.

PUBLIC BALLOT

FOR THE 2011 CHAMPIONSHIPS

A leaflet explaining how to enter the public ballot or the ballot for wheelchair spaces for 2011 is available from either of the Gate 3 or Centre Court (sw) Information Desks during The Championships. ONE APPLICATION PER HOUSEHOLD IS PERMITTED.

CONTACTING

THE ALL ENGLAND LAWN TENNIS CLUB

www.wimbledon.org

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 5255

Lawn Tennis Association: 020 8487 7000

ADVICE TO SPECTATORS



DO

- ★ leave prohibited items at Left Luggage
- ★ switch off mobile telephones and communication devices in the stands and around the courts
- ★ hand in or offer your ticket for scanning, for resale on behalf of charity, as you leave the Grounds.

DO NOT

- ★ buy tickets from touts (Schwarzhändler, Bacarinagios, Scalpers, ダブ屋), they will not gain you entry. Tickets are checked at all entry gates.
- ★ enter or leave the stands except at a change of ends and NOT during a tie-break
- ★ make a noise during a rally
- ★ applaud a net cord or double fault
- ★ use flash photography from the stands—automatic flashlights must be suppressed
- ★ bring babes in arms or children under 5 into any show court

- ★ smoke within the stands of any court or in any enclosed space
- ★ take glass or uncovered drinks containers or hot and/or strong smelling food onto the show courts.

EMERGENCY

If you discover an accident, fire or suspect package etc. CONTACT A MEMBER OF STAFF OR STEWARD/GUARD IMMEDIATELY [or telephone ext.2666 or 020 8971 2666 from an external line or direct from a red emergency telephone]. 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 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 All England Club regrets that spectators using wheelchairs are only permitted access to designated areas within the stands.

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ADVICE

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ADVICE

CONDITIONS OF ENTRY TO THE GROUNDS

Entry to the Grounds of The All England Lawn Tennis & Croquet Club (AELTC) requires a valid ticket or pass, 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:

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.

PROHIBITED ITEMS

The following items are prohibited from the Grounds of the AELTC:

- * any bag exceeding 18" x 12" x 12" (45cm x 30cm x 30cm);
hard-sided items of any size;
- * any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives, large corkscrews) and 'personal protection' sprays;
- * 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. Prohibited items may be left in the Left Luggage facilities outside the Grounds or handed to AELTC security staff for disposal.

ALCOHOL & REFRESHMENTS

Alcohol may be brought into the Grounds but is limited to the equivalent of one bottle of wine or two 500ml cans of beer per person. 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, 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

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 or used commercially in any way whatsoever unless authorised by the AELTC and may be confiscated by the Club if such sale or commercial use is suspected.

MOBILE TELEPHONES, COMMUNICATION DEVICES & RADIOS

The use of mobile telephones, communication devices or radios must not inconvenience any other person in the Grounds; 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.

TICKETS

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

FILMING & 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 on film and their exploitation and advertising without compensation or credit.

THE AELTC RESERVES THE RIGHT FOR ITS SERVANTS, AGENTS 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.