WIMBLEDON DEBENTURES ONLY LIMITED

TERMS & CONDITIONS OF BOOKING AND SALE OF WIMBLEDON DEBENTURE TICKETS

Last updated: September 2026

1. About Us

1.1 These Terms and Conditions ("Terms") apply to bookings made with **Wimbledon Debentures Only Limited**, a company registered in England and Wales under company number **15991843** ("WDO", "we", "us" or "our").

1.2 These Terms apply to the sale and supply by us of Wimbledon Debenture Tickets and any additional services expressly identified in your Booking Confirmation.

1.3 Wimbledon Debentures Only Limited is an independent reseller of Wimbledon Debenture Tickets. We are not The All England Lawn Tennis Club (Championships) Limited ("AELTC"), nor are we affiliated with, authorised by, sponsored by or endorsed by the AELTC or The Championships, Wimbledon.

1.4 Wimbledon, The Championships and associated names and marks belong to their respective owners. References to them in these Terms are solely for the purpose of accurately describing the Event and Tickets being supplied.

2. Definitions

In these Terms:

"AELTC" means The All England Lawn Tennis Club (Championships) Limited and/or the relevant organiser of The Championships.

"Booking" means an order or request made by you for Tickets or Services.

"Booking Confirmation" means the written confirmation or invoice issued by us accepting your Booking.

"Customer", "you" or "your" means the person making the Booking and, where appropriate, each person for whom Tickets or Services are purchased.

"Championships" means The Championships, Wimbledon.

"Debenture Ticket" or "Ticket" means a valid Centre Court or No.1 Court Debenture Ticket supplied in connection with your Booking.

"Event" means the particular day or session of The Championships for which a Ticket has been purchased.

"Services" means the Tickets and any other services specifically stated in your Booking Confirmation.

"Ticket App" means the official digital platform, application or other system designated for the delivery, management and transfer of Wimbledon tickets.

3. Making a Booking

3.1 A Booking may be made through our website, by telephone, email or another method accepted by us.

3.2 Prices and availability quoted before a Booking is confirmed are subject to change.

3.3 Submitting a Booking request does not itself guarantee availability or create a binding contract.

3.4 A contract between you and WDO comes into existence when we issue a Booking Confirmation and/or accept payment for the Booking.

3.5 Once a Booking has been confirmed, the price will not be increased by us unless you subsequently request a change or additional services.

3.6 You are responsible for checking your Booking Confirmation promptly and notifying us as soon as reasonably possible of any error.

4. Prices and Payment

4.1 All prices will be stated in pounds sterling unless otherwise specified.

4.2 The price payable is the price shown on your Booking Confirmation or invoice.

4.3 Availability and Price Fluctuations. All Tickets and any travel packages offered by WDO are subject to availability at the time of Booking. Our selling prices may increase or decrease from time to time due to changes in the supply and demand for Wimbledon Debenture Tickets and other relevant market conditions.

The price applicable to your Booking will be the price confirmed by WDO when the contract between you and WDO is established. Once the contract has been established, the confirmed price will not be increased as a result of any subsequent change in the supply, demand or market price of Wimbledon Debenture Tickets.

4.4 Unless we expressly agree otherwise in writing, full payment is required by the payment date shown on the invoice.

4.5 Where we agree to accept a deposit, the remaining balance must be paid by the date specified on the Booking Confirmation or invoice.

4.6 If a payment is not received by the required date, WDO will use reasonable endeavours to contact the Customer and, where reasonably practicable, provide the Customer with an opportunity to make the outstanding payment before cancelling the Booking. If payment remains outstanding after that opportunity has been provided, or WDO has been unable to contact the Customer despite reasonable efforts to do so, WDO may cancel the Booking.

4.7 If a Booking is cancelled because payment has not been made, any amount already paid may be retained only to the extent reasonably necessary to cover losses or costs arising from the cancellation, subject always to applicable consumer law.

5. Wimbledon Debenture Tickets

5.1 The Tickets supplied by WDO are **Wimbledon Debenture Tickets**.

5.2 Depending upon your Booking, Tickets will provide reserved seating for either **Centre Court or No.1 Court** on the date specified in your Booking Confirmation.

5.3 Debenture Tickets are transferable tickets and are subject at all times to the AELTC's applicable ticket terms, conditions of entry and regulations.

5.4 The precise seat location may not be known at the time a Booking is made. Unless specific seats have been expressly guaranteed in writing, seat numbers may be allocated closer to the Event.

5.5 Where two or more Tickets are purchased together as part of the same Booking, WDO will supply the seating configuration specified and confirmed at the time of Booking. Where a Booking is made for a larger number of seats together, WDO will honour the Booking as confirmed, including the number and configuration of seats specified in the Booking Confirmation.

5.6 Photographs, seating plans and descriptions used on our website or marketing materials are illustrative and do not constitute a guarantee of a particular view unless expressly stated.

6. Digital Ticket Delivery

6.1 Wimbledon Debenture Tickets are normally issued electronically and will be transferred to the Customer using the official digital ticketing method specified by the AELTC.

6.2 The timing of the release of Debenture Tickets is determined by the AELTC and Tickets may not become available for digital transfer until relatively close to the date of attendance. This is a normal part of the Wimbledon digital ticketing process.

6.3 Where WDO has confirmed a Booking, the fact that the Customer has not yet received their digital Tickets does **not affect the validity of the confirmed Booking**. WDO remains responsible for supplying the number, court, date and seating configuration of Tickets specified in the Customer's Booking Confirmation.

6.4 WDO will keep Customers reasonably informed regarding the anticipated delivery of their Tickets and will transfer the Tickets as soon as reasonably practicable after they become available for transfer.

6.5 Customers must provide WDO with accurate information reasonably required to complete the Ticket transfer, including a valid email address and, where required, the details of each person who will receive or use a Ticket.

6.6 The Customer and their guests may be required to create or maintain a **myWimbledon** account and/or use the official Wimbledon application or other ticketing platform specified by the AELTC. WDO will provide reasonable guidance regarding the digital transfer process where required.

6.7 Once the Tickets have been transferred, Customers should check that they have received the correct Tickets and notify WDO promptly if they believe there is an error or if a Ticket has not been received.

6.8 If a Customer experiences a problem receiving, accessing or displaying a Ticket, WDO will provide reasonable assistance to resolve the issue and, where necessary, will work with the relevant ticket owner, supplier, AELTC ticketing system or other appropriate party to assist in resolving the problem.

6.9 Where the Customer has provided the correct information, complied with the relevant digital ticketing requirements and followed any reasonable instructions provided by WDO, but is nevertheless unable to access or display their Ticket because of a genuine technical, transfer or ticketing-system issue, WDO will use all reasonable endeavours to resolve the issue and ensure that the Customer is able to access the Championships and the court for which their confirmed Debenture Ticket was purchased.

6.10 Where a problem results from incorrect information supplied by the Customer, loss of access to the Customer's email or myWimbledon account, failure to follow reasonable ticketing instructions, or another matter within the Customer's reasonable control, WDO cannot guarantee that the issue can be resolved before admission is required. WDO will nevertheless provide reasonable assistance wherever practicable.

7. Conditions of Entry and AELTC Rules

7.1 All Tickets are supplied subject to the applicable rules, regulations, terms of use and conditions of entry imposed by the AELTC.

7.2 By purchasing and/or using a Ticket, you and every member of your party agree to comply with those requirements.

7.3 The AELTC controls admission to the Grounds and may refuse admission or remove a person where permitted under its applicable conditions.

7.4 WDO has no control over decisions made by the AELTC concerning admission, security, behaviour within the Grounds or enforcement of its regulations.

7.5 You are responsible for ensuring that every person receiving a Ticket through your Booking is made aware of and complies with the applicable conditions.

8. Debenture Facilities and Restaurants

8.1 A Debenture Ticket may provide access to facilities and areas designated by the AELTC for Debenture Ticket holders, subject to the AELTC's rules and capacity restrictions.

8.2 Access to a Debenture restaurant does not, by itself, include a restaurant reservation, food, beverages or other services unless these have been expressly included in your Booking Confirmation.

8.3 Where we assist with or arrange a restaurant reservation, that reservation will be subject to availability and any conditions imposed by the restaurant or AELTC.

8.4 Any restaurant reservation within the Wimbledon Grounds is ancillary to the Debenture Ticket and should not be understood as a separate official Wimbledon hospitality package unless expressly described as such by the AELTC.

9. Customer Cancellation

9.1 Wimbledon Debenture Tickets relate to a leisure event taking place on a specific date. Accordingly, the statutory cancellation right normally applicable to certain distance contracts may not apply to the purchase of Tickets for a

specified Event date.

9.2 Once a Booking has been confirmed, you do not have an automatic contractual right to cancel it simply because you change your mind, can no longer attend or your personal circumstances change.

9.3 WDO understands that customers' circumstances can change unexpectedly. Any request to cancel a confirmed Booking will therefore be considered individually and on a case-by-case basis.

9.4 Customers are encouraged to notify WDO of any cancellation request as early as possible. Where a cancellation request is received **more than 60 days before the date of attendance specified in the Customer's Booking Confirmation**, WDO will use reasonable endeavours to assist the Customer, including, where appropriate, attempting to resell or reallocate the relevant Debenture Tickets.

9.5 Cancellation requests received **60 days or less before the date of attendance specified in the Customer's Booking Confirmation** will still be considered individually and on a case-by-case basis. However, Customers should be aware that as the date of attendance approaches, WDO may have less opportunity to resell or reallocate the Tickets and, as a result, it may not be possible to recover all or any of the amount originally paid.

9.6 Where WDO agrees to assist a Customer by attempting to resell or reallocate their Tickets, WDO will use reasonable endeavours to achieve an appropriate resale outcome, taking into account the prevailing market conditions, demand for the relevant Tickets and the time remaining before the date of attendance.

Where reasonably practicable, WDO will keep the Customer informed of relevant market conditions and any material changes which may affect the prospects or likely outcome of a resale. Where appropriate, WDO will discuss the resale position with the Customer before accepting a materially reduced resale price.

WDO cannot guarantee that Tickets will be resold or that the Customer will recover the full amount originally paid, as the market for Wimbledon Debenture Tickets may change.

Where a resale or reallocation is successfully completed and a refund is due to the Customer, WDO will confirm the outcome with the Customer and request the bank account details required to arrange the refund. WDO will then arrange payment of the agreed refund as soon as reasonably practicable.

Any reasonable and demonstrable costs incurred by WDO in arranging the resale or reallocation will be clearly explained to the Customer before the final refund amount is confirmed.

Nothing in this Section affects any statutory rights or remedies available to the Customer.

10. Changes to the Championships

10.1 The scheduling and operation of The Championships are entirely controlled by the AELTC.

10.2 Match schedules, players, court allocations, start times and order of play may be changed without notice.

10.3 A Ticket is purchased for admission to the relevant court and date and **not for the purpose of seeing any particular player or match**.

10.4 A change of player, match, order of play, start time or court scheduling will not by itself entitle you to cancel your Booking or receive a refund from WDO.

11. Curtailment of Play and AELTC Refunds

11.1 From time to time, play at The Championships may be curtailed, suspended or cancelled due to weather or other circumstances outside WDO's control.

11.2 Any entitlement to a Ticket refund arising from the curtailment or cancellation of play will be determined in accordance with the applicable AELTC refund policy.

11.3 Where a Debenture Ticket supplied by WDO qualifies for a refund under the applicable AELTC policy, WDO will take reasonable steps to obtain the relevant refund through the Registered Debenture Holder or other appropriate

party and will keep the Customer reasonably informed of the progress.

11.4 Once the applicable refund has been received or otherwise confirmed as payable to WDO, WDO will inform the Customer and arrange payment of the applicable refund as soon as reasonably practicable.

11.5 Nothing in this Section affects any statutory rights or remedies available to the Customer.

12. Postponement, Rearrangement or Cancellation of the Event

12.1 WDO does not organise or control The Championships and cannot guarantee that an Event will take place on the date, at the time or in the manner originally scheduled. The scheduling, postponement, rearrangement, curtailment, abandonment or cancellation of an Event is determined by the AELTC and/or the relevant organiser.

12.2 If an Event is postponed and rearranged for an alternative date, WDO will notify the Customer as soon as reasonably practicable after receiving the relevant information. Where the Debenture Tickets remain valid for the rearranged Event, the Customer's Booking will ordinarily be transferred to and remain valid for that rearranged Event.

12.3 If an Event is postponed or rearranged and the AELTC or relevant ticket supplier provides WDO with a right to a refund, replacement Ticket, alternative date or other arrangement, WDO will inform the Customer as soon as reasonably practicable of the options available. Where more than one option is available to WDO and can reasonably be passed on to the Customer, WDO will explain those options clearly so that the Customer can make an informed choice.

12.4 If an Event is cancelled and is not rearranged, WDO will inform the Customer as soon as reasonably practicable of the position regarding their Booking. Where a refund is available in respect of the Customer's Debenture Tickets, WDO will pass the applicable refund to the Customer promptly after the refund has been received or otherwise confirmed as payable to WDO.

WDO will not deduct an administration, booking or handling charge from an Event cancellation refund unless such a charge was clearly disclosed to the Customer when the Booking was made and the deduction is permitted by applicable law.

Nothing in this clause limits or removes any refund, remedy or statutory right to which the Customer may otherwise be entitled under applicable consumer law.

12.5 Where an Event is only partially curtailed or abandoned, including where play has commenced but is subsequently suspended or abandoned, any entitlement to compensation or refund will be determined in accordance with the applicable AELTC refund policy. WDO cannot guarantee that a refund will be available merely because the Customer has seen less play than anticipated.

12.6 Travel, Accommodation and Other Costs. Unless expressly included as part of the Customer's Booking with WDO, WDO will not be responsible for the cost of independently arranged travel, accommodation, meals or other expenditure incurred by the Customer as a consequence of an Event being postponed, rearranged, curtailed, abandoned or cancelled, except where liability cannot lawfully be excluded.

12.7 Customer Insurance. Customers are strongly advised to arrange appropriate and comprehensive travel and/or event insurance at their own cost to protect against losses or expenses arising from circumstances including cancellation, postponement or rearrangement of the Event, travel disruption, illness or other circumstances which may prevent the Customer or their guests from attending.

13. Onward Transfer and Resale

13.1 Debenture Tickets are transferable, subject to the applicable AELTC rules.

13.2 You must not use Tickets in a way which breaches the AELTC's conditions or applicable law.

13.3 You must not falsely represent yourself as an official partner, agent or representative of the AELTC or Wimbledon when transferring or reselling a Ticket.

13.4 WDO accepts no responsibility where a Ticket is cancelled or invalidated because you or a person to whom you transfer it has breached applicable AELTC rules.

14. Customer Responsibilities

You are responsible for:

(a) providing complete and accurate Booking information;

(b) ensuring that the email address and contact information supplied to us remain accessible;

(c) ensuring that you and your guests have any technology, accounts or applications required to receive and display digital Tickets;

(d) checking your Tickets once received;

(e) complying with all applicable AELTC regulations;

(f) ensuring that each person in your party behaves appropriately; and

(g) making your own travel and accommodation arrangements unless these are expressly included as Services in your Booking.

15. Lost or Inaccessible Tickets

15.1 If you lose access to a Ticket, you should contact us as soon as reasonably possible.

15.2 We will provide reasonable assistance where we are able to do so.

15.3 Replacement or re-transfer is subject to the relevant ticketing system and AELTC procedures and cannot always be guaranteed.

15.4 We are not responsible for failure to gain admission caused by a Customer providing incorrect transfer information or failing to access a Ticket correctly after it has been properly transferred.

16. Our Responsibility to You

16.1 We will provide our Services with reasonable care and skill.

16.2 Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

16.3 Subject to clause 16.2, we are not responsible for losses resulting from matters outside our reasonable control or from the acts or omissions of the AELTC, provided that this does not affect obligations which the law places directly upon us.

16.4 If you are purchasing as a consumer, we are responsible for losses that are a foreseeable consequence of our breach of these Terms or failure to use reasonable care and skill.

16.5 We are not responsible for business losses where Tickets are purchased by you wholly or mainly for personal use.

16.6 Nothing in these Terms affects your statutory consumer rights.

17. Force Majeure

17.1 We will not be responsible for delay or failure in performing an obligation where that delay or failure results from circumstances outside our reasonable control.

17.2 Such circumstances may include serious disruption to transport or communications, government restrictions, civil emergency, natural disaster, epidemic or pandemic, industrial action by third parties, terrorism or security incidents.

17.3 This clause does not remove any right to a refund or other remedy which you have under applicable law or under the specific provisions of these Terms dealing with cancellation, postponement or abandonment of the Event.

18. Website and Information

18.1 We take reasonable care to ensure that information we publish is accurate.

18.2 Information relating to The Championships, facilities, restaurants, seating arrangements and AELTC policies may change.

18.3 Where there is a conflict between information supplied by WDO and an official AELTC requirement relating to entry to The Championships, the applicable AELTC requirement will govern admission and use of the Ticket.

19. Personal Information

19.1 We will process personal information in accordance with applicable UK data protection legislation and our Privacy Policy.

19.2 We may need to provide certain personal information to ticket owners, suppliers, payment providers or other parties where reasonably necessary to fulfil your Booking.

19.3 We will only use personal information for legitimate purposes connected with the Booking, our business operations and other purposes permitted by law.

20. Complaints

20.1 If you experience a problem with your Booking, please contact us as soon as reasonably possible so that we have an opportunity to investigate and, where possible, resolve the matter.

20.2 Complaints should include your Booking reference, the name of the person who made the Booking and sufficient details for us to investigate.

20.3 Nothing in our complaints procedure affects your statutory rights.

21. Changes to These Terms

21.1 The Terms applying to your Booking will ordinarily be those in force when your Booking is confirmed.

21.2 We may amend these Terms from time to time for future Bookings.

21.3 We will not retrospectively make a material change to a confirmed Booking which unfairly reduces your contractual or statutory rights.

22. Severability

If any provision of these Terms is found by a court or other competent authority to be unlawful or unenforceable, the remaining provisions will continue in effect.

23. Third Party Rights

Unless expressly stated otherwise, no person other than you and WDO has any right under the Contracts (Rights of Third Parties) Act 1999 to enforce these Terms.

24. Entire Agreement

24.1 Your Booking Confirmation, these Terms and any other conditions expressly incorporated into the Booking constitute the agreement between you and WDO.

24.2 Nothing in this clause excludes liability for fraud or prevents a consumer from relying upon rights or remedies which cannot lawfully be excluded.

25. Governing Law and Jurisdiction

25.1 These Terms and your Booking are governed by the laws of **England and Wales**.

25.2 If you are a consumer resident in another part of the United Kingdom, you may also have the right to bring proceedings in the courts applicable to where you live.

25.3 Nothing in this clause removes any mandatory consumer protection available to you under applicable law.

26. Contact Details

Wimbledon Debentures Only Limited
Company Number: **15991843**
Registered in England and Wales

Registered Office: C/O Cooper Hathaway Limited, Maple House, High Street, Potters Bar, Hertfordshire, England EN6 5BS
Email: enquiries@wimbledondebenturesonly.co.uk
Telephone: 020 7538 1200
Website: wimbledondebenturesonly.co.uk

Important Notice

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All Debenture Tickets remain subject to the applicable AELTC Terms and Conditions of Sale, Terms of Use and Conditions of Entry in force for the relevant Championships.

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