



# RESIDENTS' FORUM

2025 HSBC CHAMPIONSHIPS



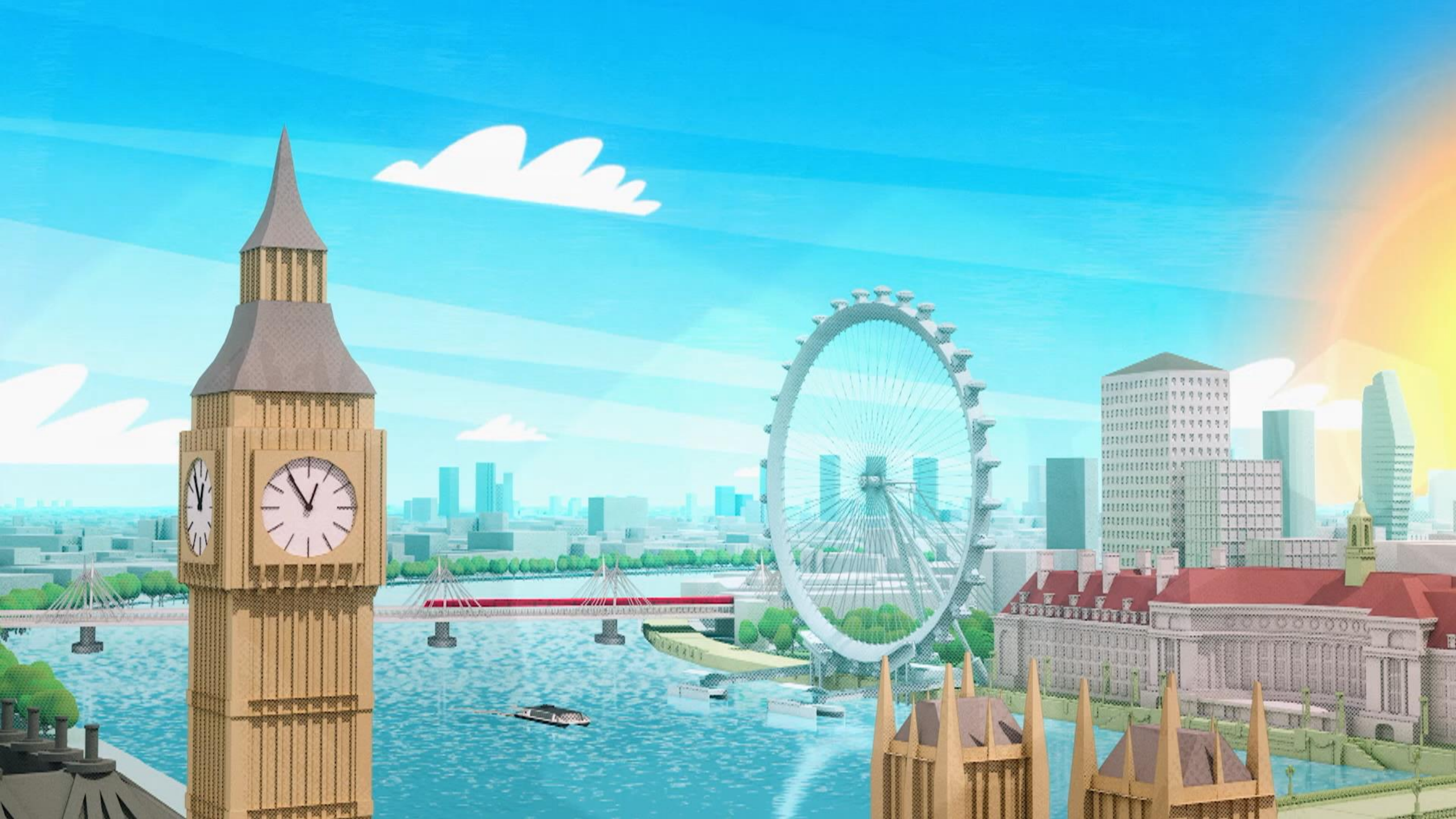


# AGENDA

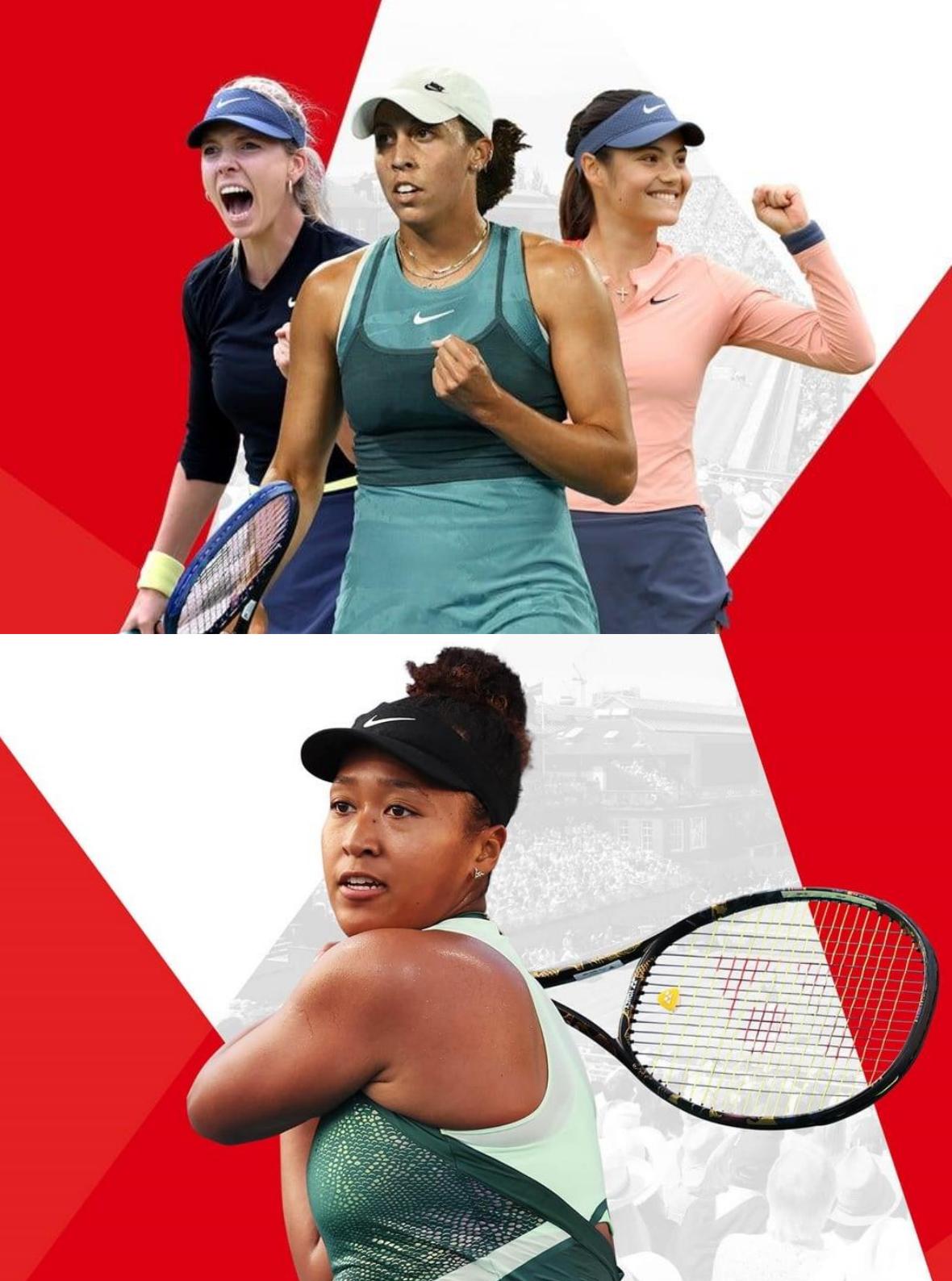
1. Welcome
2. Tournament Overview
3. Build & Break Plans
4. Tournament Period
5. Ticket Information
6. Contacts & Communication
7. Questions & AOB











# TOURNAMENT OVERVIEW

## KEY INFORMATION

- After an absence of 52 years, professional women's tennis will be returning to The Queen's Club in the form of a WTA 500 event
- Saturday 7<sup>th</sup> – Sunday 22<sup>nd</sup> June 2025
- Centre Court – The Andy Murray Arena
- ATP 32-player singles draw and a 16-team doubles draw
- WTA 28-player singles draw and a 16-team doubles draw
- ATP player confirmation for 2025: Jack Draper, Carlos Alcaraz, Holger Rune and Ben Shelton
- WTA player confirmations for 2025: Katie Boulter, Emma Raducanu, Naomi Osaka, Madison Keys and Daria Kasatkina



# TOURNAMENT OVERVIEW

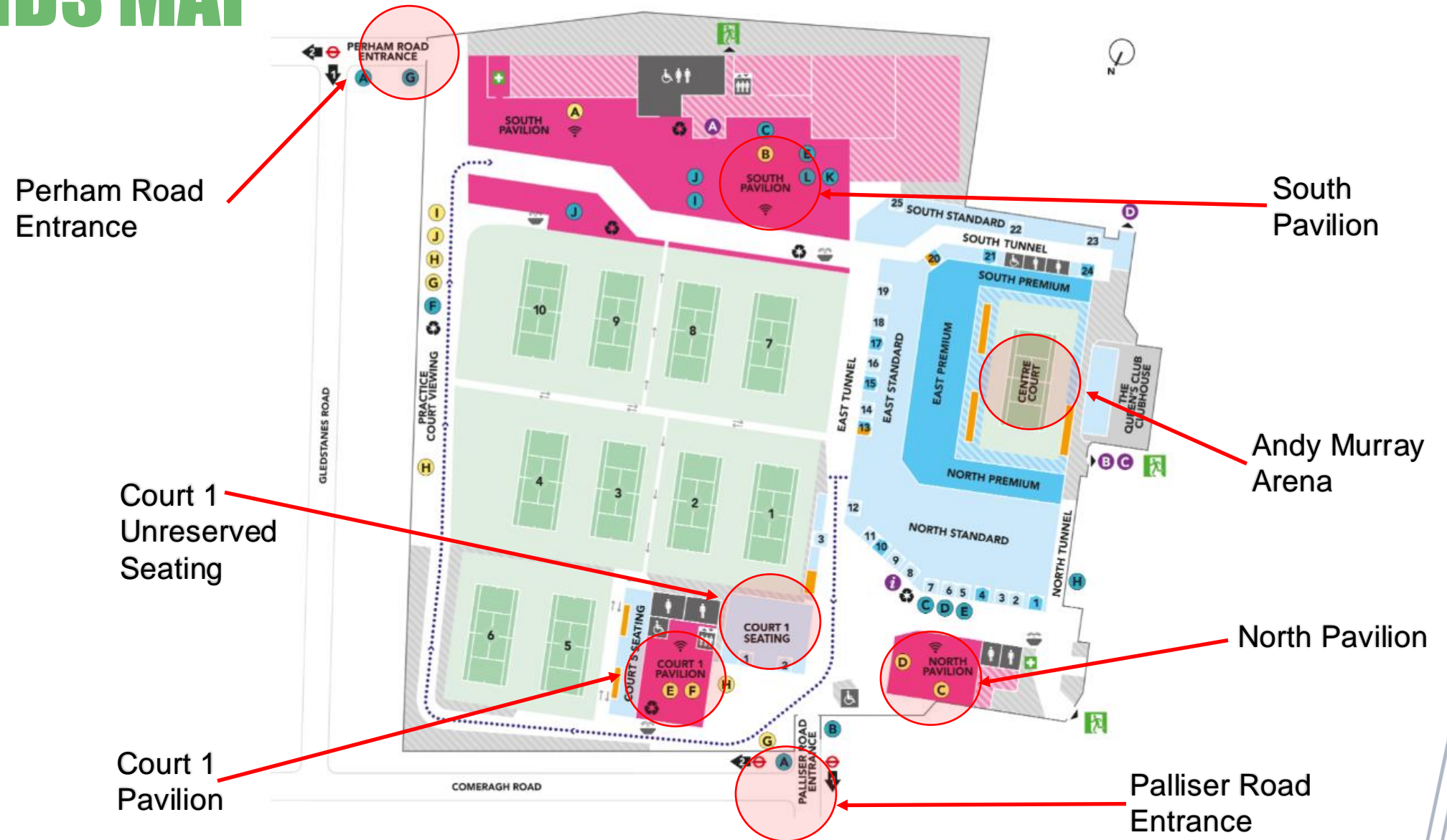
## KEY DATES

	Dates	Gate Opening Times
<b>Build Period</b>	Thursday 24 <sup>th</sup> April – Friday 6 <sup>th</sup> June	N/A
<b>WTA Qualifying Weekend</b>	Saturday 7 <sup>th</sup> June – Sunday 8 <sup>th</sup> June	10:00am
<b>WTA Main Draw</b>	Monday 9 <sup>th</sup> June – Saturday 14 <sup>th</sup> June	10:30 am
<b>WTA Finals Day</b>	Sunday 15 <sup>th</sup> June	11:00 am
<b>ATP Main Draw</b>	Monday 16 <sup>th</sup> June – Saturday 21 <sup>st</sup> June	10:30 am
<b>ATP Finals Day</b>	Sunday 22 <sup>nd</sup> June	11:00 am
<b>Break Period</b>	Monday 23 <sup>rd</sup> June – Sunday 13 <sup>th</sup> July	N/A



# TOURNAMENT OVERVIEW

## GROUND MAP





# **BUILD & BREAK PLANS**



# BUILD & BREAK PLANS

Build Period – Thurs 24 April – Fri 6 June

Break Period – Sun 22 June – Sun 13 July





# **BUILD & BREAK PLANS**

## **WORKING HOURS**

**Monday to Friday: 08:00 to 19:00**

**Saturday: 08:00 to 16:00**

**Sunday: Selected Sunday's to be requested**

**Bank Holidays: 26<sup>th</sup> May 08:00-16:00**

**Sunday 22<sup>nd</sup> June – 22:00 breakdown finish**

- **Year-long planning process which requires regular meetings with all contractors, council & Club on a regular basis**
- **Detailed schedules and traffic management plans**
- **Working with our site management and H&S teams**
- **Mindful of Queen's Club members and residents**
- **Daily site meetings with contractors**



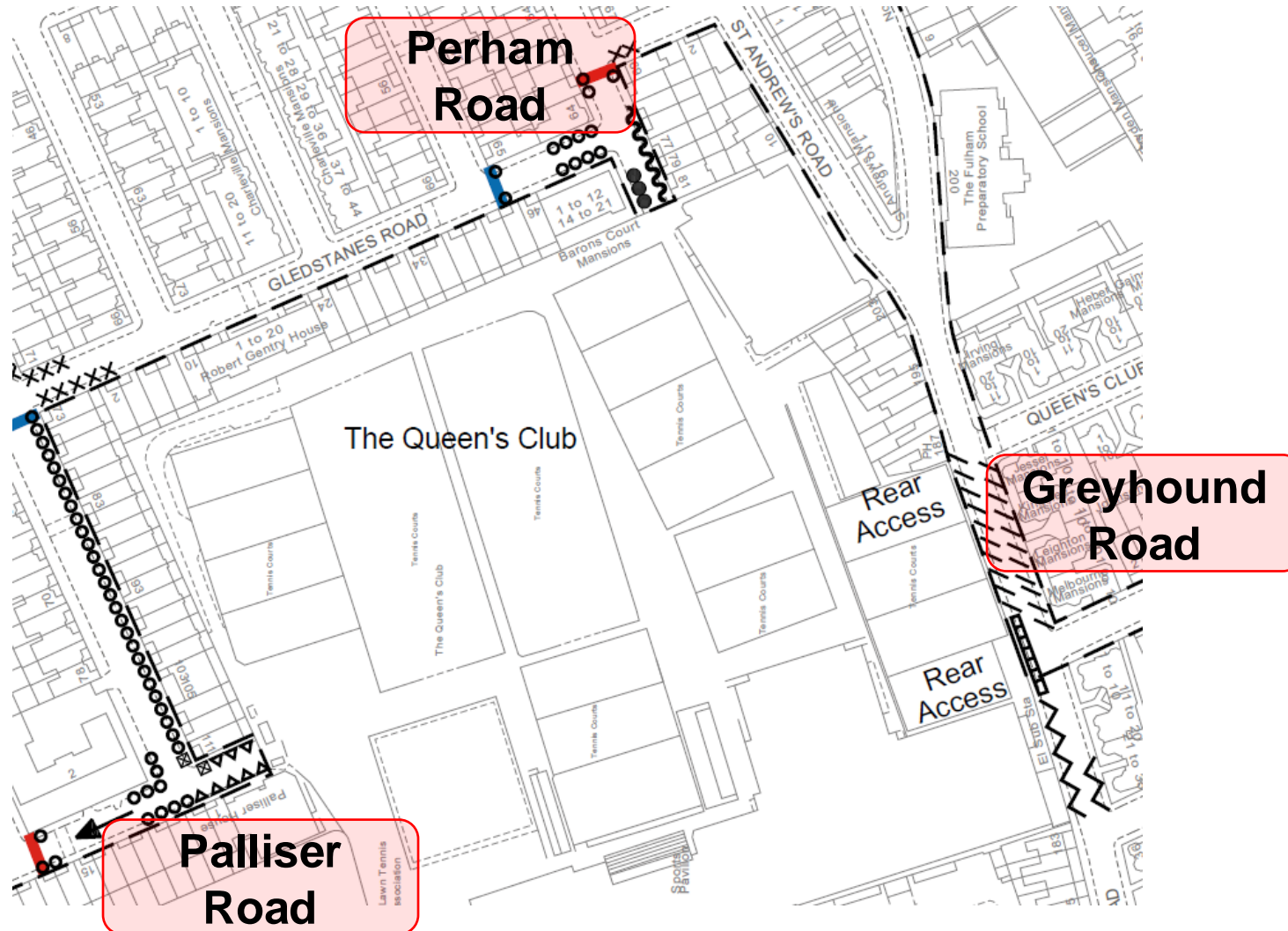
# NOISE MANAGEMENT

- Work hard to keep noise to a minimum wherever possible
- Contractor Briefings and daily meetings
- Strict Adherence to Working Hours
- Positioning of skips and generators
- White Noise Reverser Alarms
- Traffic management in place to assist with vehicle movement
- Specific routes into site
- Contact telephone number for a member of the Site Management team during build and break periods.



# MANAGING DELIVERIES

- Deliveries pre-arranged via online booking system to help manage the traffic





# DELIVERY POLICIES

- Making full use of all 3 entrances

## GREYHOUND ROAD

- Smaller vehicles can only deliver after 9am
- Encouraging deliveries between 10am and 2pm

## PALLISER ROAD

- Majority arrive between 5-6am to reduce disruption
- Specialist traffic management company to escort vehicles
- Congestion and noise is minimised

## PERHAM ROAD

- Access for fixed wheelbase vehicles only





# **TOURNAMENT PERIOD**



# **TOURNAMENT MANAGEMENT**

## **ENSURING MINIMUM DISRUPTION**

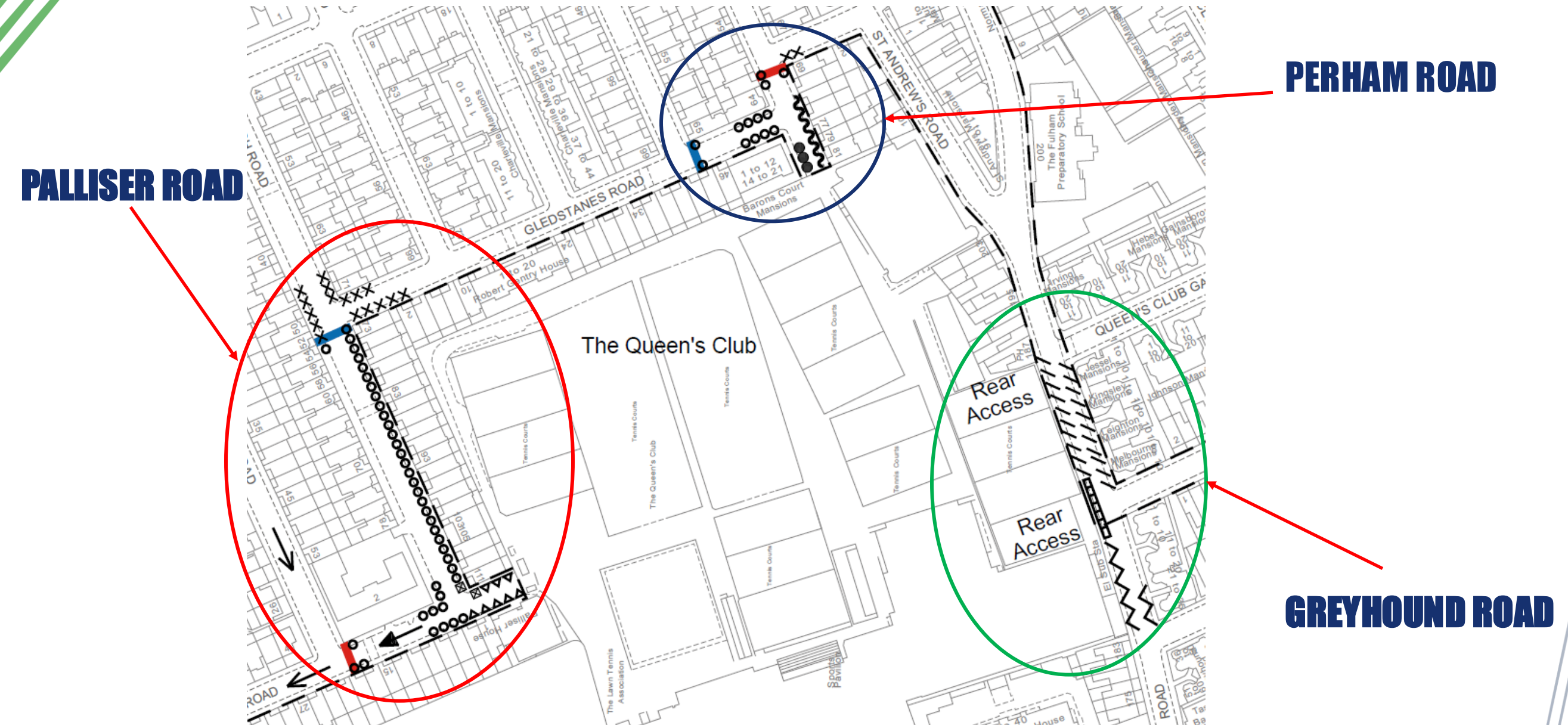
- Implement best practices and safety policies
- Enforce traffic management plans
- Queue management of spectators to minimise impact on resident access
- Noise Management specialists engaged to monitor noise levels

## **REGULAR MONITORING**

- Quieter, low-emission generators
- Waste management policies
- No music played through PA system before 10:30am

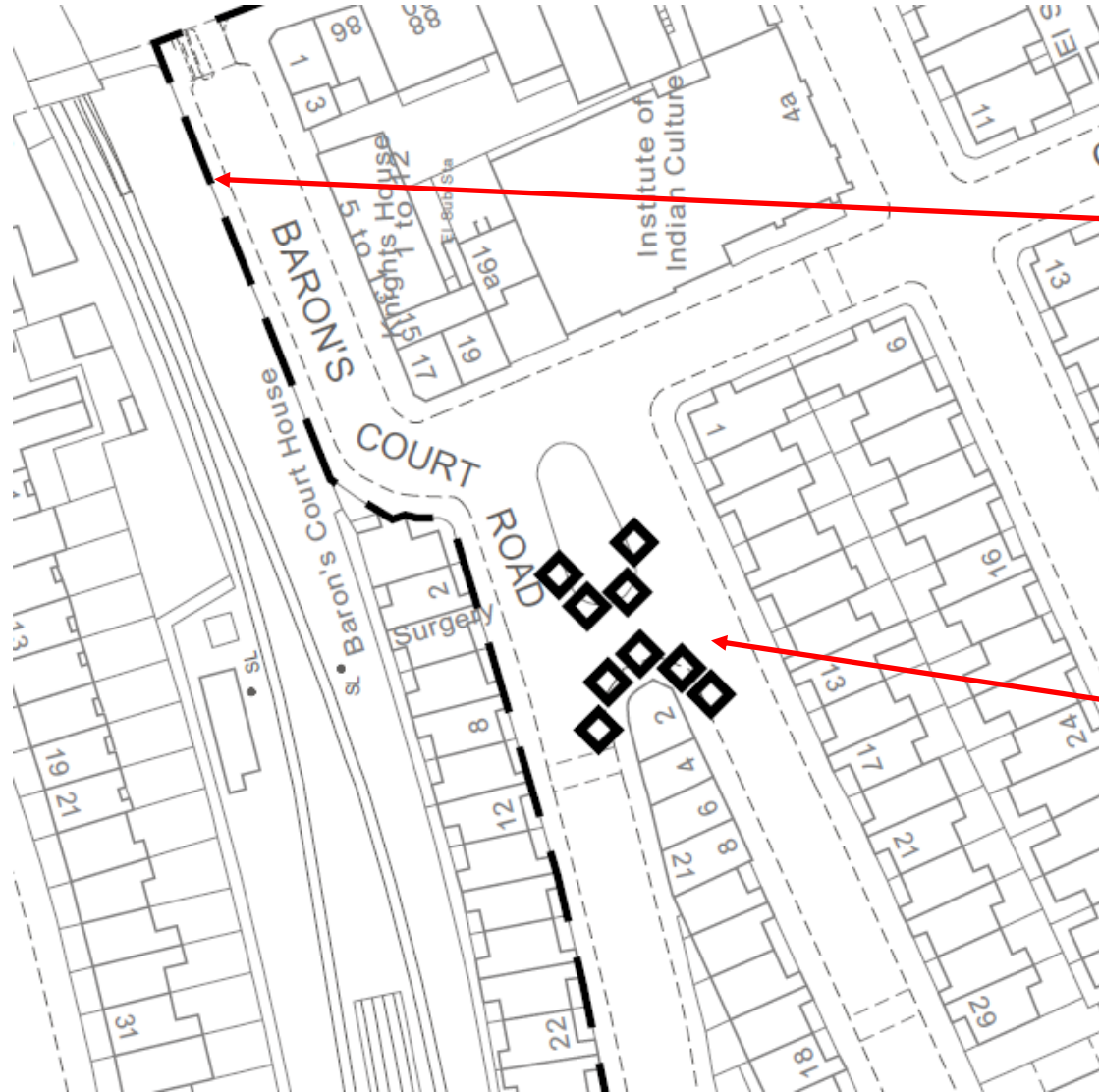


# TRAFFIC MANAGEMENT





# TRAFFIC MANAGEMENT

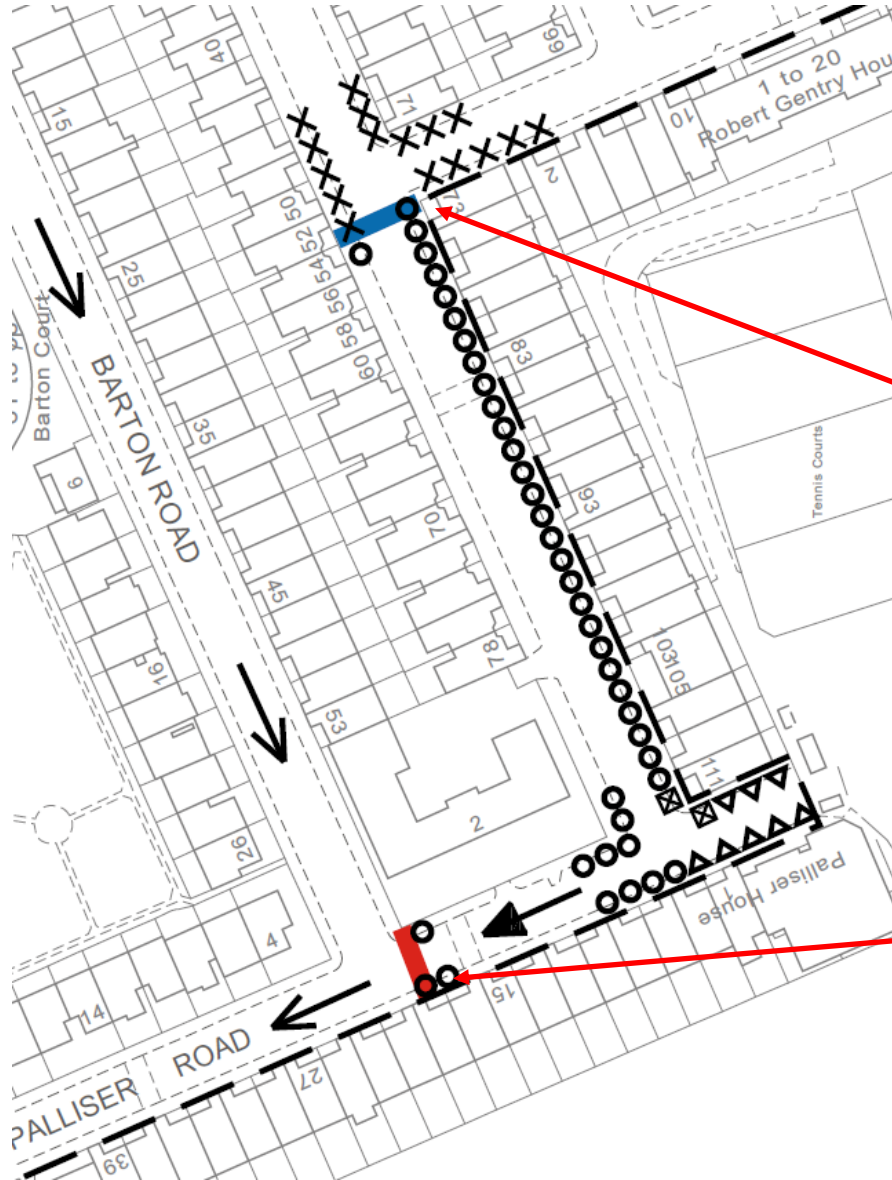


**Extended Parking Hours (9am – 7pm) within sections of Zones D and H**

**Safe turning circles for longer vehicles**



# PALLISER ROAD



**Managed HVM closure between 9am and 10pm for safety and security purposes**

## **Comeragh Road**

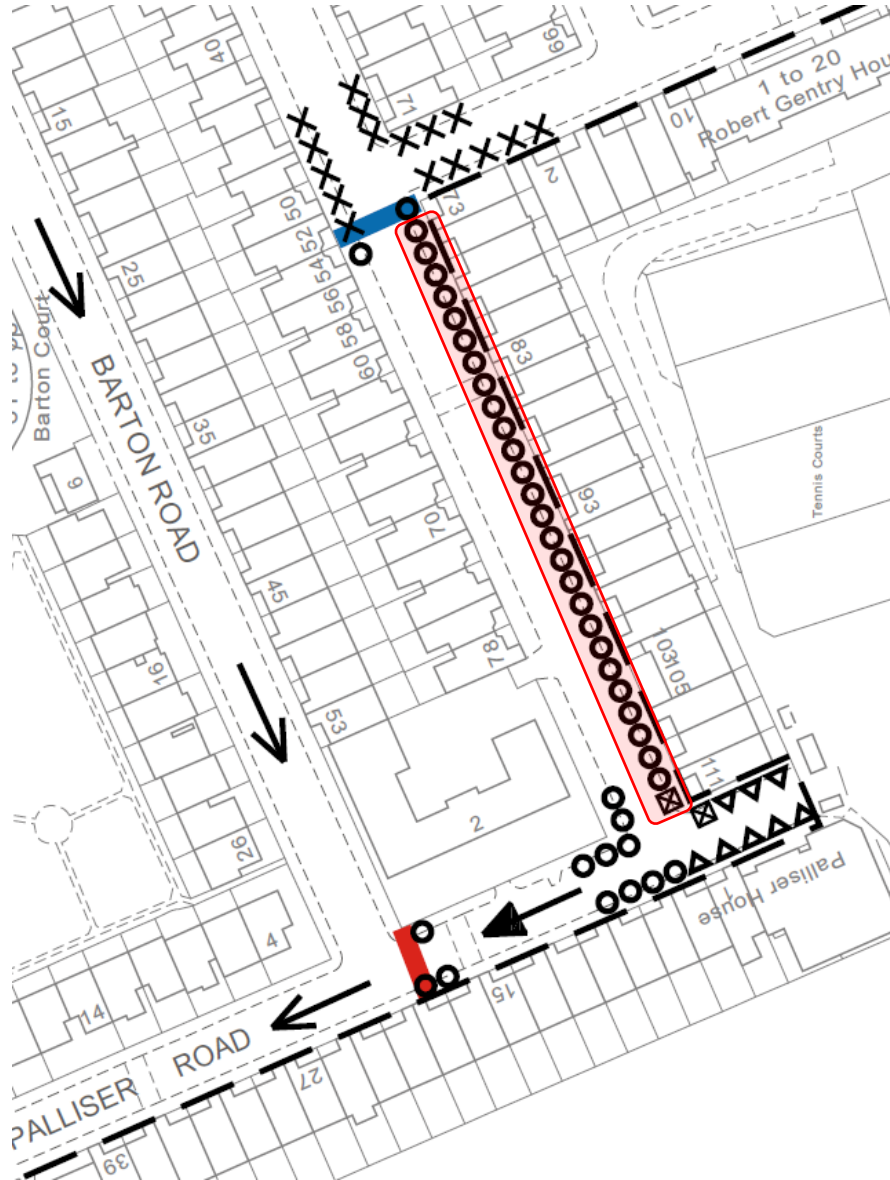
- **Access for authorised vehicles (police permission require)**

## **Palliser Road**

- **No vehicle access at any time, except emergency vehicles**



# PALLISER ROAD - QUEUING



**Parking suspensions to facilitate:**

- **Vehicle drop-offs**
- **Safe Spectator Entry**
- **HVM Measures**

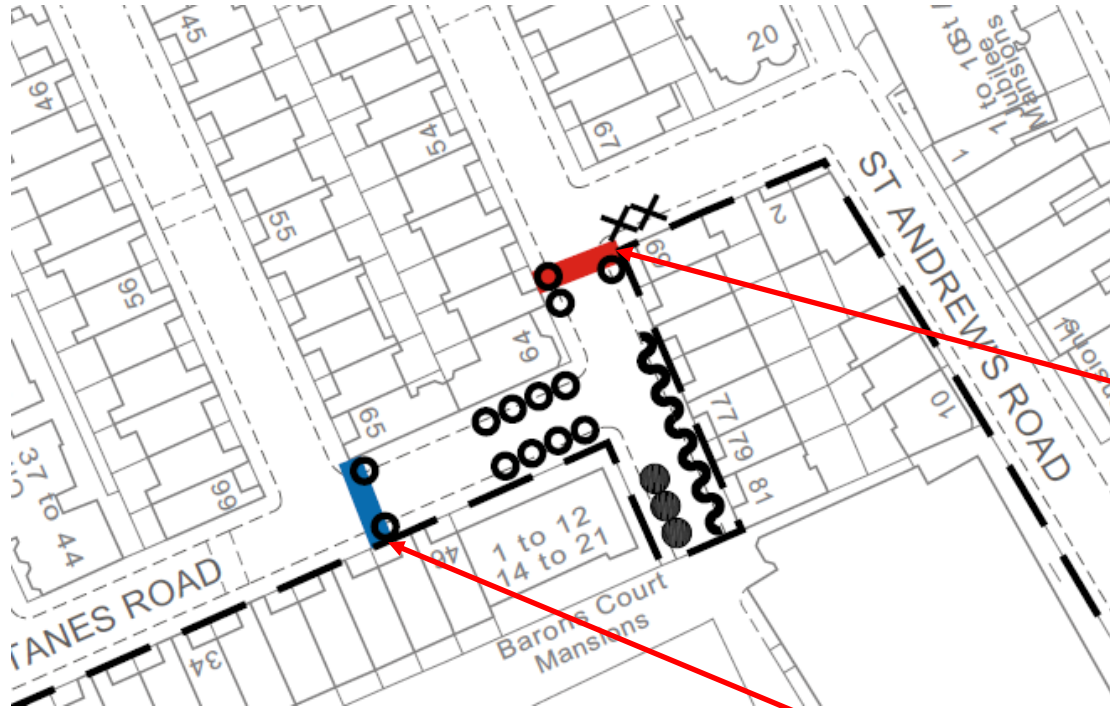
**Digital Tickets**

**Faster Moving Queues**



# PERHAM ROAD

Managed HVM closure between 9am and 10pm for safety and security purposes



## Perham Road

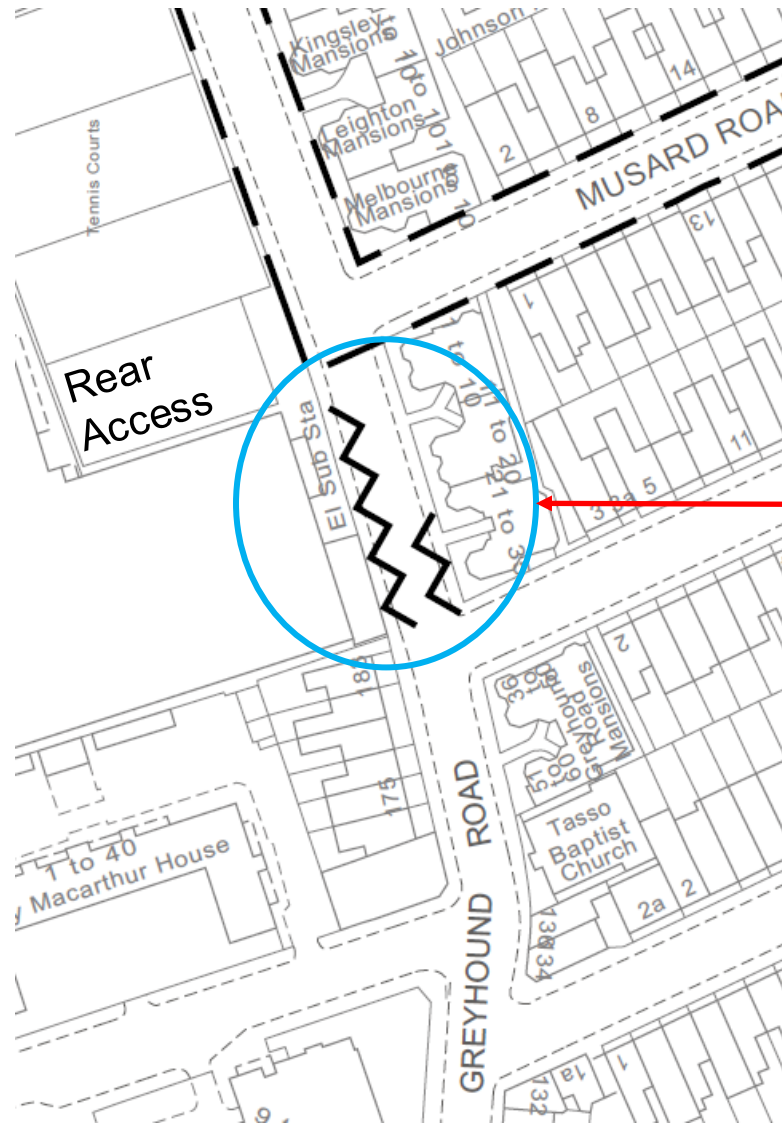
- No vehicle access at any time, except emergency vehicles

## Gledstanes Road

- Access for authorised vehicles (police permission required)



# GREYHOUND ROAD



**Parking suspensions to facilitate**

- **Short-Term waiting bays for official tournament fleet**
- **Maintain Traffic Flow**



# OTHER CONSIDERATIONS

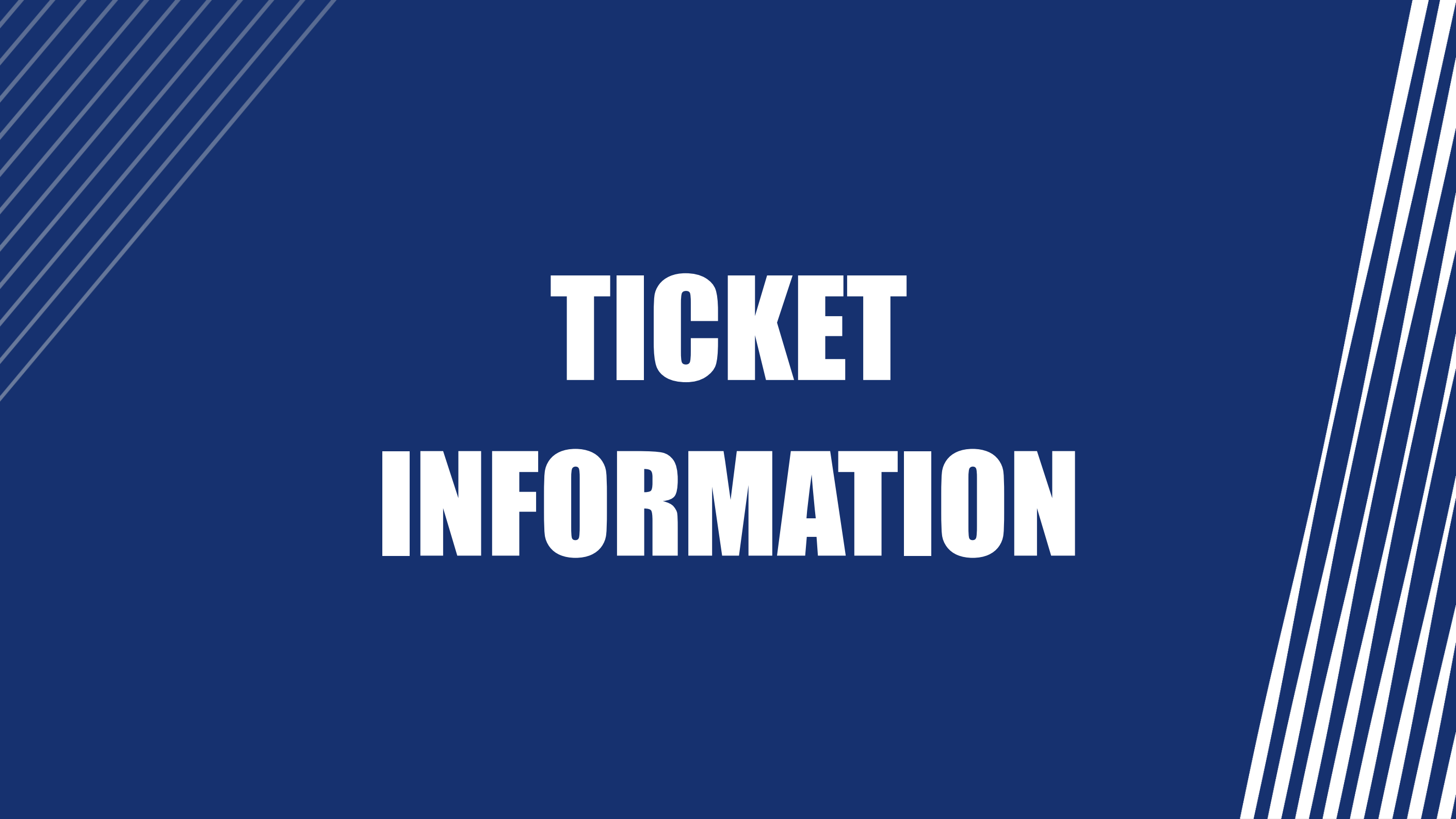
## LITTER

- Working with LBH&F
- Cleaning companies employed
- Recycling Policy

## RAIN DELAYS

- Spectators may leave later in the evening
- Managed by stewards
- Contingency day for ATP Final on Monday 23 June in case of bad weather





# **TICKET INFORMATION**



# TICKET OFFERS - CLOSED

## PRIORITY WINDOWS – ATP & WTA

- Priority ticketing window for both ATP & WTA sales has already been offered.
- Still tickets available for the WTA tournament through general sale.

## COMPLIMENTARY BALLOT

- Exclusive offer to access centre court and full day ground admission tickets
- Ballot Closed
- All entrants to be communicated with by early April.



# TICKET OFFERS - OPEN

## EVENING GROUND ADMISSION

- For one resident + one guest
- Application period is open until 23:59 on Friday 6 June

## CHARITY RESALE

- The charity resale will open at 17:00 (at the latest) daily and will be cashless



# **CONTACTS & COMMUNICATION**



# COMMUNICATION INFORMATION

- Dedicated resident webpage ([www.lta.org.uk/residents-information/](http://www.lta.org.uk/residents-information/))
- Dedicated residents email address 'residentenquiries@queenstennis.info'
- Opportunity for residents to get information by e-mail

## LETTERS TO RESIDENTS

- April: Traffic Management and Final Tournament Information



# KEY CONTACTS

## LTA TOURNAMENT EVENT TEAM

Webpage: <https://www.lta.org.uk/hsbc-championships/>

## EVENT TEAM DEDICATED RESIDENT CHANNELS

Email: [residentenquiries@queenstennis.info](mailto:residentenquiries@queenstennis.info)

Webpage: [www.lta.org.uk/residents-information/](http://www.lta.org.uk/residents-information/)

## HAMMERSMITH & FULHAM COUNCIL

Webpage: [www.lbhf.gov.uk](http://www.lbhf.gov.uk)

Traffic & Highways Team: [londonpermitscheme@lbhf.gov.uk](mailto:londonpermitscheme@lbhf.gov.uk)

Parking Services: 0207 371 5678

Environmental Protection: 0208 753 1081

Out of Hours: 0208 748 8588



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# QUESTIONS





# RESIDENTS' FORUM

2025 HSBC CHAMPIONSHIPS

*THANK YOU*

