



May-hem pre-event FAQs

Date: Saturday 10 May 2025

Timings: Staggered arrival from 9:00am, event ends for all groups at 4:30pm

Venue: South of England Showground, South Gate Entrance*, Selsfield Road, Ardingly, Haywards Heath, RH17 6TL

*Follow directions/signage to the Blue Gate

Before you arrive

What do I as a leader bringing my girls need to do before the event?

- Please make sure you risk assess your group's travel and consider any needs specific to your unit, for instance how you would manage someone's health or wellbeing needs.
- The team have put together a social story for young members to help explain what to expect and this is on the [May-hem webpage](#).
- Print out and fill in 2 copies of the 'May-hem booking-in slip' to hand in on arrival to receive your welcome pack.
- Make sure you arrange a home contact and inform the event team on your booking-in slip.

What do I need to do if my group is made up of multiple sections?

Some of our activities are section specific – if you are bringing a multi-section group to the event, please let us know how many girls you have in each section via this form:

<https://forms.office.com/e/PRWhs6nAPd>

Arrival times

We have worked to keep the counties together to aid with transport arrangements. These are the arrival times per county. Please do not worry if you arrive slightly early or late, based on traffic, the event team are anticipating this!

Arrival time	Counties
9:00am	Sussex Central; Sussex East; Sussex West
9:15am	Greater London Kent; Surrey East; Surrey West
09:30am	Croydon; Greater London West; London South East; London South West; London North West
9:45am	Kent East; Kent Weald; Kent West; London Over the Border; Middlesex North West; Middlesex South West

There is no staggered departure; all activities end at 4:30pm and we anticipate some natural staggering whilst groups return to vehicles.

What do I need to bring?

For the unit

- Sitters/groundsheets, including a small portable chair for adults if required
- Small first aid kit
- Scissors (ideally 1 per 2/3 girls)
- Colouring pens and pencils
- Pens and pencils for writing/drawing, and a small notepad
- Hand gel/wipes
- Register/emergency contact list
- Your May-hem wristbands, with the main leader's mobile number written on in permanent marker pen, plus any serious medical needs/allergies
- 2 copies of your May-hem booking-in slip printed and filled in – you'll be asked for this at registration

Individuals

- Lunch and snacks (nut free) including drinks (water bottles can be refilled on site)
- Spending money – we recommend £5 per girl, see below for what's on offer
- Refillable water bottle
- Personal meds (e.g. inhalers, epipens)
- Sun cream
- Raincoat
- Spare socks
- Battery pack and charging cable
- Reusable hot drink cup (adults only)

What should we wear?

The event is outdoors so please ensure girls are in their (hopefully labelled) uniform, but with layers they can add on or take off depending on the weather. If rain is forecast, please wear old trainers/wellies/walking shoes and a raincoat. Please make sure all the girls are wearing socks or have a pair of socks in their bag – they **MUST** wear them on the inflatables.

We're encouraging a festival atmosphere, so why not accessorise!

On the day

Car parking and coach drop off

Where is the blue badge parking?

Blue badge parking will be at the car park near the Norfolk Pavilion. Anyone requiring blue badge parking during the event should aim to arrive at the Sussex Gate to minimise vehicles moving on site during arrival and registration. Drop-off for wheelchair users not requiring parking will be at the Blue Gate.

Where should leaders/volunteers park?

Leaders and other volunteers staying for the event should park in the Blue South Car Park.

Where should parents/carers park?

Parents/carers should park in the Blue North Car Park and then walk with their young people to the Blue Gate to meet the rest of the group. Parents/carers must park up and not just drive up and drop off at the Blue Gate as it will be busy with coaches.

Young members will not be allowed in without the rest of the group so parents/carers must wait with them until the leaders and volunteers arrive. May-hem volunteers will not be responsible for looking after young members before their leaders arrive.

May-hem will be a closed site and, as such, no parents will be allowed on site. If you have parents dropping off or collecting, please make them aware that they will not be permitted through the Blue Gate.

Where will coaches drop off and pick up from?

Coaches will drop off at the Blue Gate. Please note that there may be a queue to exit your coach as it will be busy – please be patient!

The pick-up point will vary depending on the weather and if your coach is staying for the day. Please follow the instructions from our volunteers in yellow hi-vis jackets on the day.

All car pick-ups will be from the Blue Gate.

Registration

What do I as a leader bringing my girls need to do on the day?

Once the whole group has arrived, one leader per group will need to come to the Registration space (well signposted just inside the venue near the Blue Gate) to collect their welcome pack (maps, badges, feedback forms, no photos stickers), and a bag of goodies for the welcome event.

Leaders are responsible for the behaviour and wellbeing of their group, including other volunteers. Please make sure you familiarise yourself with the timetable and move zones promptly when requested. Make sure your group tidies up after themselves and puts any rubbish in the bins provided.

You can help the organising team by following instructions on the day and encouraging the girls in your unit to get stuck in and have fun!

We have someone arriving late – what should we do?

Please let the registration team know the name and estimated arrival time when you register. A leader should come to meet the late arrival at the Blue Gate and then let registration know that she has arrived.

Welcome event

Please could you and your units aim to be in the welcome event area by 10am.

Food and drink

What if I forget my packed lunch?

Please come to the Lindfield Suite next to the Norfolk Pavilion and we will do our best to help you.

Will there be refreshments for leaders?

There is no cafe on site, but we will be providing urns for hot water, along with basic tea, coffee, sugar, milk and a dairy-free milk alternative. Hot drinks are only for adult volunteers, and you must bring your own cup. If you like decaf coffee, goat's milk, green tea or any other variation please bring it with you!

Sweets and pocket money snacks will be available from the May-hem shops. Sweet treats will also be available from the 2025 region international teams who are promoting internationals and fundraising at the event.

Is it a nut free site?

We are asking that no-one brings nuts or food containing nuts onto the site, due to a number of serious allergies. We are requesting nut free animal feeds for the petting zoos and ensuring any food used in activities is nut free. Whilst we cannot guarantee a nut free site, we are asking everyone to support this by sharing the message ahead of the event and being allergy aware during the event.

Can I refill my drinks bottle?

Yes, there are taps for drinking water around the site. Please keep your group hydrated!

Merchandise

Do I need money on the day?

There will be shops selling pocket money sweets, souvenirs etc. We recommend £5 per girl. Please encourage the girls to bring change in a labelled purse, and not all £5 notes.

How can I pay in the shop?

The shops will all take cash and card payments (no cheques). In addition, we have the 2025 region international teams fundraising (including sweet treats and badges) and they will take cash only.

Safety and wellbeing

Why do I need to wear a wristband on the day?

The wristbands are used to help us identify which group you are in; this is needed to ensure everyone gets the same time in each activity zone. In addition, any medical information we might need and your leader's contact information are on here to help in an emergency on the day.

What happens if I lose my wristband?

Please don't panic, we expect a few to come off in all the excitement of the day. Please speak to any member of the core team (identifiable by purple hi-vis jackets) and they can help you.

Will all adults on site have a DBS?

No. Most will, however we have some non-guiding volunteers and suppliers, and they won't necessarily hold a current DBS. All will have a purple wristband on to show the event team have approved their presence on site. Roles on the day have been allocated based on DBS status. Any external volunteers will be wearing a lanyard identifying them as an external volunteer.

What happens if my young people get separated from their leader/unit?

Active, Adventure and Explore zones will each have a first aid tent. If anyone becomes separated from their group, they should go to the first aid tent in the zone they are currently in, or make a team member in hi-vis aware. Groove zone's first aid point is next to the central first aid point in the Lindfield Suite.

What happens if a member of my group goes missing?

Please don't panic; as soon as possible please make a team member in hi-vis aware and then head to the first aid tent in the zone you are currently in. Active, Adventure and Explore zones will each have a first aid tent. Groove Zone's first aid point is next to the central first aid point in the Lindfield Suite.

What happens if I lose my personal belongings?

If you lose any personal belongings, please come to the Lindfield Suite (next to the Norfolk Pavilion) where we will be operating a lost property point. If you find any lost property, please pass this to a team member in hi-vis.

I have identified a potential safeguarding concern – what shall I do?

Please come to the Lindfield Suite (next to the Norfolk Pavilion) and ask to speak to the safeguarding lead.

What happens if it's raining?

The event will go ahead unless we have extreme weather conditions. If this is the case, we will contact you via the details you provided when booking. If it's just the usual May showers, then ensure all of your group dress appropriately as we will be outside for most of the day.

Is there a quiet space?

This is a big outdoor event, with thousands of people and lots and lots of activities to try, some of which will be noisy. We recommend leaders explain this to their girls before they come, so that they have coping strategies in place such as ear plugs or ear defenders.

Whilst there won't be a dedicated quiet space, each zone will have a first aid area where anyone can go if they feel overwhelmed. We would also recommend heading to the quieter activities or to the edge of the zone to escape the crowds.

We have a young person who will find queuing challenging, can we jump to the front?

We would ask that someone queues on that person's behalf. That way, everyone gets a fair turn at the activities. There are no 'fast passes' available.

Is there first aid provision?

Leaders are responsible for basic first aid for their unit, such as small cuts and grazes. Each zone will also have a first aid tent for anything more serious. There is also a central health and wellness station space at the Lindfield Suite, and this is where our medical team will be based.

We would encourage anyone with complex medical needs to pop by the Lindfield Suite when they arrive to say hello so that we can make sure you are properly supported. If any of your group require a Personal Emergency Evacuation plan (PEEP) – please contact may-hem@girlguidinglaser.org.uk to discuss further.

There is a fridge in the Linfield Suite for any medication that needs refrigerating – please ensure it is labelled and handed to the first aid team located in the Lindfield Suite. There is also power in the Lindfield Suite for anyone who needs to charge a phone connected to a medical device, or a powerchair.

What to do in an emergency?

The core team, identifiable by purple hi-vis, are working hard to ensure everyone is safe at the event. Leaders may wish to review the police '[Run, Hide, Tell](#)' advice and discuss with your group ahead of the event. You can view this [Run, Hide, Tell and Weapons Attack video](#) to help you but please note this video is not appropriate for young members.

In addition to the event team doing so, please keep an eye on the situation and guidance about cold, flu and general illnesses and maintain good hand hygiene – hand sanitiser will be provided on site.

Where are the accessible toilets?

Norfolk Pavilion, Blue Block toilets (near the Blue Gate), Active zone toilets and Explore zone toilets.

Everything else

Will there be photography/filming on site?

Yes, there will be photography and filming going on. In your welcome pack you will receive a sheet of stickers for anyone who cannot be photographed at a large-scale event as indicated on the May-hem consent form. Please stick one of these stickers onto the top clothing layer of any member of the group without permissions. Don't forget to move the sticker if they remove that item of clothing! We have provided plenty of spares in your pack. You can also quietly let our photographers know.

Can I bring a gazebo or shelter for my unit?

No, we have a lot of people on site and there isn't enough space if everyone wants to go this. There will be lots of marquees up for our activities and if needed for shelter from the weather at lunchtime these can be used by groups.

Can we leave things on our coach and then access them during the day?

We are operating a secure site which means anyone coming or going will need to check in/out with our site services team on the gates. To reduce the impact on them we are asking that all things are brought

onto the site and the numbers going in/out are reduced. If you have things you can't carry on the day, please let one of the core team know and we can find a space for you to store them.

How long are the queues going to be?

Activities: There are enough different activities in each zone that you shouldn't need to queue at all. Of course, some things will be more popular than others so if these are something your group really wants to do then you'll need to decide if you are willing to wait for it.

Toilets: There are ample toilets in each zone. We will change some of the male toilets to female on the day, however there will be some men on site so please observe the signage.

Shop: There will be 2 shops on site (one in the area everyone is arriving in and the other in Groove) and the 2025 international teams fundraising. They will be open from arrival until everyone leaves or until we sell out!! Please tell your group not to panic if there is a queue - they can come back later.

The Groove shop will be selling different things to the main shop and specific to the silent disco. This can only be accessed when your group is in this zone and we will ensure the same amount of stock is available for each group to be fair.

How do the ticketed activities work?

Within the Explore zone, each group attending will be allocated a workshop for half of their time in that zone. You will find out your allocation in your welcome pack. If you have any questions or queries regarding your activity allocation, please speak to a member of the team based in the Explore Hub within the Explore zone. To ensure you are able to enjoy all of the other activities and get the best out of your workshop session, please do not queue until 5 minutes before your session time stated on the ticket. There will be no exchanging of activity allocations, unless in exceptional circumstances.

Will it be muddy?

There's a good chance it will be! Leave the flip flops and bright white trainers at home and think festival footwear - wellies, walking shoes, old trainers, etc.

Can we skip a zone/swap a zone/stay in a zone we really like?

We have arranged the day to make sure there is an even split of people in each zone at all times, and so we know where each group is. We cannot allow groups to swap zones, stay in a zone past their allocated time or change the order of which zones they visit. Please help the organisers by encouraging your group to move zone quickly and sensibly when asked to.

Are there any provisions for coach drivers?

There will be toilets and a drinks station (tea and coffee) available throughout the day, but no other provisions will be available for drivers.

Is there a map available?

The team are working hard to finalise everything and a basic map is available on the [May-hem website](#). There will also be printed copies available on the day. When you arrive in each zone the activities will be clearly marked and the options are also shown on the map should your unit want to plan in advance.

Is May-hem a smoke free site?

Yes, it is.

Anyone wanting to smoke or vape will need to do so off site and discreetly. They can make their way to the Blue Gate, notify a member of the volunteer team and they will direct them as needed.

How can we share our May-hem adventures on social media?

Everyone will be encouraged to share photos and updates from the event using the hashtag #LaSERMayhem and by tagging the region social media accounts so that we can see and share. Look out for a list of story suggestions nearer the time. Please ensure you have up-to-date and correct photo consent for your young members when sharing photographs publicly. You can also [send us your photos and stories on our website](#).

The region communications team will be looking at other opportunities for PR. If you think you have a special May-hem story, please get in touch with communications@girlguidinglaser.org.uk.

What if I'm not happy about something?

The team are working hard to make May-hem a fantastic event, and if your question isn't answered in these FAQs or the email you have received, please do get in touch.

If you have a complaint, please follow the Girlguiding policy on the [website](#) .

We are looking forward to sharing a fantastic day with everyone. Thank you to all for bringing your units or coming and helping on the day.