



May-hem FAQs for Volunteers

Date: Saturday 10th May 2025

Volunteer Timings (full schedule for participants at bottom of FAQs):

- Arrival on Saturday from 7:00– please enter through the BLUE GATE and register at the volunteers' area of the registration point as soon as you arrive.
- Volunteer briefing – 8:00 at the arrival zone
- Zone team briefings – 8:15 in your zone
- Participants arrive from 9:00 (until 10:00) through BLUE GATE
- Volunteer debrief – 18:00 in arrival zone
- Departure – anticipated departure from 18:30 – please sign out at the Lindfield Suite before you leave

Venue: South of England Showground, Selsfield Road, Ardingly, W. Sussex, RH17 6TL

Before you arrive

What do I need to bring?

- Lunch and snacks (nut free)
- Spending money (cash or card accepted)
- Refillable bottle
- Personal meds
- Suncream
- Raincoat
- Battery pack & charging cable
- A yellow high-vis if you have one
- Reusable hot drink cup
- A camp chair or camp stool if standing for long periods will be an issue

What should I wear?

The event is outdoors so please wear uniform or camp wear (or practical outdoor clothing if you don't have uniform) but with layers you can add on or take off depending on the weather. If rain is forecast, please wear old trainers/wellies/walking shoes and a raincoat.

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

Volunteer parking & Travel

Where should volunteers park?

Volunteers staying for the event should park in WHITE CAR PARK. This will be signposted.

Where is the blue badge parking?

Blue badge parking will be at the carpark near the Norfolk Pavilion. Please could anyone requiring blue badge parking during the event aim to arrive at the SUSSEX GATE by 8.45am at the latest to minimise vehicles moving on site during arrival and registration.

Are there going to be lifts available from local train stations?

We may be able to arrange a limited number of lifts from the station, however we suggest that you join the Facebook group [May-Hem volunteers | Facebook](#) and use this to reach out to other volunteers and see if anyone is able to assist with lifts as they are passing.

If you are unable to arrange a lift, please contact the May-Hem email address may-hem@girlguidinglaser.org.uk with details of your expected arrival and which station you will be travelling to and we will do our best to assist you.

What do I need to do if I am coming by coach with the units?

Please register at the volunteers' area of the registration point as soon as you arrive and you will be directed to your zone to meet your zone lead and be briefed on your role.

Can I claim my travel expenses?

We are happy to confirm that we have recently been advised that there will be funds available to pay reasonable travel expenses for volunteers, e.g. petrol and public transport. We encourage everyone to try and limit costs by car sharing with other volunteers. If you have any issues or concerns regarding this, please contact the May-Hem team to discuss this further.

If you wish to claim any reasonable travel expenses, please complete the expenses form on the LaSER website and return it to the May-hem email address by 24th May 2025.

Volunteer briefings

I've been assigned two roles on the day – which briefing do I attend?

If you have been assigned any of the following roles, please attend the 8.15am briefing for this role:

- Parking and site services
- Arrivals
- Booking in

Once you have finished this role, please move to the zone for your second role and the zone leader will run through the briefing for that zone.

NOTE – if you are on parking and site services, you may be required to go back to assist with clearing the car parks and moving the participants off site. If this is required, you will be advised on the day and given further instructions.

Food & drink

What if I forget my packed lunch?

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

Will there be refreshments for Volunteers?

There is no cafe on site, but we will be providing tea 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 leaders, 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. Volunteers in high-vis will be permitted to jump the queue.

Sweets and pocket money snacks will be available from the shop within the Groove Zone and Sweet treats will be available from the 2025 LaSER international teams who are promoting internationals and fundraising at the main shop for 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 being allergy-aware during the event.

Can I refill my drinks bottle?

Yes, there is a tap for drinking water in each of the 4 activity zones. Please keep hydrated!

Merchandise

How can I pay in the shop?

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

Safety and wellbeing

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 high-vis and they can help you.

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 or are handed any lost property, please ensure this is moved to the Lindfield Suite.

What do I do if I am informed that someone has lost their leader/unit?

Please take anyone separated from their group to the first aid tent in the zone you are currently in and speak to any member of the core team identifiable by purple high-vis, they will be able to help you. 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.

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 signing up to volunteer. If it's just the usual May showers, then do appropriately as we will be outside for most of the day. As volunteers, please keep positive if it does rain – your Guiding spirit will help reassure girls and Leaders.

Is there a quiet space?

Whilst there won't be a dedicated quiet space, each zone will have a first aid tent where anyone can go if they feel overwhelmed.

Is there first aid provision?

Each zone will also have a first aid station. There is also a central health and wellness space at the Linfield Suite, and this is where our external first aiders will be based. We would encourage anyone with very complex medical needs to pop by the Linfield Suite when they arrive to say hello so that we can make sure you are properly supported.

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

Where are the accessible toilets?

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

Everything else

Will there be photography/filming on site?

Yes, there will be photography and filming going on including a drone flying overhead. If you prefer not to be filmed, ask your zone lead for a 'no photo sticker' to be worn on the outside layer of clothing and let our photographers know.

How long are the queues going to be?

There are enough different activities in each zone that groups shouldn't need to queue, but of course some things will be more popular than others – please encourage people to move to activities with shorter queues if possible.

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. Volunteers in high-vis will be permitted to jump the queue.

Shop: There will be 2 shops on site, 1 near the arrival zone and a special 'groove' shop in the Groove Zone. The shops are selling pocket money sweets, souvenirs etc. We have recommended a £5 maximum per girl. The shops will all take cash and card payments (no cheques), in addition we have the 2025 international teams fundraising (including sweet treats and badges) and they will take cash only.

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.

What should I do if I encounter particularly difficult behaviour from adults or participants?

We hope May-hem will be a fun, safe and memorable experience for everyone. If an adult's behaviour concerns you please tell a member of the core team (in purple high-vis) immediately. There will be a number of external suppliers on site providing activities – if you see any behaviour from them that makes you feel uncomfortable, please also contact the core team.

If a young person is behaving poorly your first port of call after asking them to stop should be to contact the Leader or Volunteer accompanying their group.

What should I do if I spot someone who doesn't appear to be part of the event?

As well as suppliers, there may be showground staff around on the day. Everyone involved in the event will have a wristband. If you see anyone not wearing them, please challenge them if you feel able to, or contact a member of the core team.

What if the toilets are out of loo roll/dirty?

Showground staff will be checking the toilets during the day, please help them out by keeping things clean. If there is an issue, please notify a member of the core team who will be able to contact the showground team.

I have agreed with the core team to help with setup on Friday 9th May, what do I need to know?

We need a smaller team on the Friday as this is mainly for set-up and any volunteers assisting on the Friday should ensure that the core are aware that they are coming and confirm their expected eta, so jobs can be assigned.

We ask that you do not arrive before midday and that you **register** with the core team at the Lindfield Suite as soon as you arrive.

If you need to leave the site at any time, for any period of time, you will need to sign out and in again so we can keep a record of who is on site at any time, in case of an emergency. This will be in the Lindfield Suite.

We are aware that some volunteers have quite a long distance to travel to the venue, so please make contact and we will try and accommodate as many as possible for the night before to aid availability on the Saturday morning. *Note* – you'll need to bring a sleeping bag and blow-up mattress/camp bed as the number of beds are limited and therefore most of us will be on the floor!

If you are staying on the Friday night, a basic dinner on the Friday night, breakfast on the Saturday morning and a packed lunch on Saturday will be provided, please share any **dietary requirements** with the team in advance (by **20th Apr 2025** at the latest) using the **accommodation information form** you have been sent.

If you are staying on the Friday night, please provide a completed **health form** when you register your arrival.

Full timeline for the day for participants

Time	Activity
9:00-10:00	All Groups arrive
10:00-10:30	Opening Event

10:30-10:45	Move to activity zone
10:45 - 11:45	Activity session
11:45-12:00	Move Zones
12:00 - 13:00	Activity session
13:00 - 14:00	Lunch - NO activities - Shop is open!
14:00 - 14:15	Move Zones
14:15 - 15:15	Activity session
15:15 - 15:30	Move Zones
15:30-16:30	Activity session
16.30	Home time