



**Friends of Regent's Park & Primrose Hill –
'Rambling Rosie'
VISITOR INFORMATION VAN
Task List for Volunteers**

JOB TITLE: Visitor Information Van volunteer

LOCATED: Usually near Clarence Gate

REPORTING TO: On-duty volunteer manager

'Rambling Rosie' is the name given to the Friends' new **Visitor Information Van** which was launched this year- 2025! She is a 45-year-old Citroën, former food truck.

The van operates on Saturday's Sundays and Bank Holiday Monday from mid-

June to mid-September.

Operating hours are 10:00 a.m. to 16:30 p.m.

There is a morning and an afternoon session on each weekend day, and each session requires 2 volunteers. This is a wonderful opportunity to get involved in supporting the work we do in the park to educate, inform and generally help the public get a better park experience while learning more about it and helping them care for this amazing space in the centre of London.

WHAT TO EXPECT ON THE DAY:

Volunteers can choose their preferred date and time on the website by clicking on:

<https://www.friendsofregentspark.org/the-friends/volunteering/>

The Van is towed at 10:00 a.m. to the chosen site (usually at Clarence Gate) by Gavin Jones staff. They come to collect it around 4:45 p.m. at the end of each day. At least one of you, (you can agree with your co-volunteer) should be there to meet them and to receive them for takedown and towing the van away.

Unlike the former gazebo tent, the Van is extremely easy to set up once it is in situ. Gavin Jones' staff will help you remove tables, chairs, the card display unit from inside the van. Everything you need for your shift is within the van.

There is a huge awning that is easily wound out with the aid of the white metal crank also found within the van. Do not wind the awning out fully, only about $\frac{3}{4}$ of the way, as it is heavy and needs support of the metal legs to hold it up when fully extended. You judge as on windy days it may need more support. You might need to wind the awning in a bit, or perhaps stow it away completely.

Slot one, of the two metal legs, into the front of the awning and have someone 'walk' the leg out until the awning is fully extended. Place the 'leg' into the square metal support. One is enough to support the awning; then you can put the other into place. Job done! There is a slide in valance saying who we are. If the weather kicks off, kindly wind in the awning, and stow its metal supports in the van. Take cover inside the van. There is a side hatch that will still allow us to converse with the public. There is a back hatch too so we will have fresh air but will be spared from the elements if it comes to that.

There are four **Van Managers** and one will oversee each weekend. Their names are: **Debbie, Freda, Robin and Ronwen**. Their contact details are included in the **Van Operating Manual** and will also be given to you a few days before your shift. The van managers are conversant with the manual, the van, its setup and the tech systems and will help you with any questions you have.

SETTING UP:

The van has a table onto which you must fit with a printed cloth covering. At the end of the shift, please wipe down the cover, remove it from the table and stow it in the bag provided. If it is wet, or even damp, please drape it over the front passenger seat of the van to dry out.

Once the table is in place, install a chair for each volunteer and we suggest putting one or two others for visitors. Water is provided (needed on very hot days) as well as a first aid kit. And there is a water bowl for dogs too!

There is an **Operating Manual** which contains a wide range of information. It is also supplied with emergency contact numbers such as the Park Duty Officer, Police and the Volunteer Managers' numbers.

Inside the van there are custom made compartments which hold a range of printed material to hand out to visitors. This includes maps, event information, Music Festival programmes, news about Open Air Theatre productions, dog walking maps as well as promotional material about Friends' membership etc. A selection of this printed matter should be on display on the table for visitors to view and to take if they wish. In the past, we had to put all the materials outside but now, given that we own 'real estate' we can put out a few brochures and leaflets and leave the rest inside, high and dry. You will be responsible for letting your manager know if we are low on any promotional leaflets so that they can be re-printed and supplies topped up.

There is also a box for donations...we are a registered charity after all the materials and maps that we distribute do need to be printed, at a cost to the Friends.

There are also some items for sale such as greetings cards painted by our resident artist Jesse Bevan-Brown. These should be arranged on the white, metal display stand along with the pricing information. The list of 'for sale' items is contained within the Van Operating Manual along with their prices.

Volunteers are also trained to encourage people visiting the Van to join the Friends and are equipped with an electronic tablet for recording this information. It's easy and training is available...just ask.

There is a ZETTLE machine supplied to take payments. It's as easy as using a mobile phone.

Volunteers with prior experience provide training to new volunteers, on how to use the ZETTLE machine and how to sign up new members and the van managers are always on the end of the phone.

THANK YOU FOR VOLUNTEERING:

Volunteers need to be generally familiar with the Park and able to answer a wide range of questions from visitors, many of whom are from overseas. If you speak a second language, please consider volunteering as it will make foreign visitors feel very welcome to our Park.

Typical questions we get asked include: *'Where is the nearest toilet?' 'Where can I get something to eat?' 'What else is worth seeing around here?' 'Where is the nearest tube station?' 'How do I get to Primrose Hill... or the zoo?'*

Experience tells us that what one volunteer might not know, the other often will but remember, there is a full operating manual covering all aspects of running the van available to refer to.

Thank you so much for joining this incredibly important team of individuals committed to making the park experience the best for everyone.

Our mantra is: **'Enjoy the park and leave it as you found it to make The Regent's Park the best experience ever... for everyone'.**

Updated April 2025