

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

JOB TITLE: Visitor Information Van volunteer
LOCATED: Broad Walk (Saturdays) Clarence Gate (Sundays)
REPORTING TO: On-duty volunteer manager

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

The van operates on Saturday's Sundays and Bank Holiday Monday from 20 June to 21 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 two volunteers. So, we need four people every weekend day. 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: Saturdays on the **Broad Walk** and **Clarence Gate** on Sundays and Bank Holidays 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 are five **Van Managers** and one will oversee each weekend. Some will be volunteering as well but if not, you will have their phone number if you have any questions or problems. Our Van Managers this year are: **Elazar, Frankie, Freda, Robin and Sunita**. 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. But please read on to know what is expected on your shift.

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 a green **Operating Manual** on board which contains a wide range of information relating to the park- playgrounds, boat rentals, the Open Air Theatre programme, the Music Festival programme and more.

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.

We also are selling postcards, mugs, magnets and keychains and rain ponchos too.

There is a ZETTLE machine supplied to take payments. It's as easy as using a mobile phone. There are instructions about how to work it in the Operating Manual.

Volunteers with prior experience provide training to new volunteers, on how to use the ZETTLE machine. On duty Van managers are always on the end of a phone if you need help.

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, the zoo, the Regent's Canal?'*

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. Please read it while you are on duty.

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 2026