

TAUNTON
FLOWER
SHOW 2026

Volunteers

**SAFETY
BOOKLET**

7TH - 8TH AUGUST

TAUNTONFS.CO.UK

This booklet provides an overview of the Taunton Flower Show and all the information our volunteers will need when volunteering at the show.

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On Site Contact Information:

Volunteers/Show Coordinator: Bea Wilkey
07483 315807

Show Manager/Safeguarding Officer: Beccy Fox
07794 407758

Office Contact Information:

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TA1 3FA
01823 332010

2 volunteers@tauntonfs.co.uk

Show Entry and Information

Friday 7th August:	Saturday 8th August:
£25 per adult. After 4pm - £5.	£20 per adult. After 3pm - £5.
Show opens to members only at 9:30am Open to the public from 10:30am. Show closes at 6pm Show	Show opens to all at 9:30am Show closes at 5pm

All children and young people under 17 are allowed in free of charge but must be accompanied by a fee-paying adult.

Members **are not** allowed in before or after the Show times.

Visitors carrying pre-paid tickets and complimentary tickets do not enter until 10:30am on Friday.

ANYONE ENTERING THE SHOWGROUND SHOULD EITHER HAVE A PASS, TICKET OR A RE-ENTRY WRISTBAND.

Anyone wanting to access the Showground before or after the Show times will need to show an appropriate Show pass which must be displayed at all times.

Disabled adults can bring one carer with them free of charge when they purchase a ticket.

Visitor Information

Smoking

Smoking, e-cigarettes and vaping are prohibited across the entire Flower Show site. This is in the interests of promoting healthy living and reflects the family orientation of our show.

Dogs

No dogs are allowed in except assistance dogs
Vivary Park is a compact space and can get very busy, especially along narrow paths. For everyone's safety and comfort, especially children- we don't allow dogs inside.

As the showground must be returned clean, and we rely on volunteers, it wouldn't be fair to expect them to deal with dog mess.

Assistance dogs are, of course, always welcome.

Please do NOT let visitors leave dogs in cars whilst attending the show-the weather is often very hot.



Stewards Information

Volunteers should head straight to their volunteering area on arrival to the Showground, where the Team Leaders will sign you in and explain what you need to do. If you are unsure of where you are going please go to the Show Information Tent located opposite the Competition Marquee.

- Please report to your duty area at least 10 minutes before the start of your shift where you will meet your Team Leader who will brief you about the main aspects of your job.
- When you are relieved of your duty, please hand over your any items provided to undertake your role to the person relieving you or to your Team Leader. If you are unsure of what to do, please contact the Show Information Point.
- Please acquaint yourself with the map of the show enclosed inside this booklet so you are able to provide directions to anyone who needs it.

Lunch: Those who work over 4 hours will be provided with a lunch voucher to be redeemed, on the day they are working over 4 hours, at Mr Miles in the Fountain area. This is located by the Fountain on the show map.

Taunton Flower Show is a temporary, outdoor event on open parkland and is subject to varying weather and ground conditions. Please check the weather forecast for the day of your involvement, and wear suitable clothing and footwear. In extreme weather conditions access may be restricted in the interest of safety.

Please contact the Show Information Point near the Mount Gate or radio in with any queries.

Car Park Stewards

ALL PARKING IS WEATHER DEPENDANT. We are really restricted on car parking spaces so we only those with passes can park. All passes are now issued through our ticket site and will be scannable with a QR code.

All show parking will be at Taunton Deane Cricket Club, Mount Street, Taunton, Somerset, TA1 3QE (what3words: ///dance.melt.dragon). Show parking is for:

- Show Team
- Volunteers
- Traders
- Members
- Disabled Parking
- Public are allowed access from 11am (subject to space)
£5 for members, £10 for public

No long-wheel base vans allowed to park in the Cricket Club grounds.

Parking for traders in the Artisan Village is in Wilton Lands, TA1 3JT (what3words:///fade.nods.fails)

Public Parking is at Bishop Fox's School, Bishop Fox Drive, Taunton TA1 3HQ
(what3words:///linen.rental.snap)

Box Office and Gate Stewards

- Please check that everyone who comes through your gate has purchased a ticket or carries a pass. Each person should have a ticket or a pass that will need to be scanned. **If people wish to re-enter after leaving, they**

6 will need a re-entry wristband.

- Please be on the alert for anyone trying to gain entry without paying, If you find someone trying to get in without paying, ask them to leave. If they do not respond, do not confront them but seek help from your Team Leader or Show Organisers.
- Please acquaint yourself with ticket prices which are on prominent display at the gate entrance and are shown on page 3.
- Please encourage people with children and vulnerable adults to fill out a white wristband. These can be picked up from one of the gates.
- If you are in charge of a radio at any gate, please make sure you have read the Radio Users Guide on page 13.

Marquee Stewards

- The public must not be admitted to the marquees until judging is completed. A Team Leader or Show Team member will authorise when this can happen.
- Stewards on duty in the Competition Marquee will need to help show the public out when instructed on Saturday, to allow competitors to collect their exhibits.
- Please ensure that exits in both marquees are kept clear at all times in case of emergency.
- Please circulate as instructed by the Section Leader in your marquee and ensure, as tactfully as possible, that exhibits are not touched, handled, tasted or removed.
- Please be prepared to help the public with any questions they may have.
- Exhibits are **NOT** to be collected until 5pm on Saturday unless authorised by a Show Team member/ Team Leader.

To Town Centre

TOWN GATE
ENTRY ONLY

ENTRY ONLY

Waku

The
Lake

Artisan Village



WILTON GATE

To Wilton



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Showground Map

WITH SAFETY INFORMATION



 Control Point*

 Toilets

 First Aid Tent

 Picnic Area

 Baby Tent

 Water Refill Station

 Fire Safety Equipment

 Show Information Point

 Plant Crèche

 Stages

 Refreshment Areas

 Ice Cream

*Steward with Radio

2026/2027

By

Safety and Security Guide

If you find a child who has been separated from their parents

- Be friendly and approachable. Reassure them as best you can. Try to locate another steward to help. Lost children should be accompanied by two stewards until the parent or guardian is located. Use a radio to contact either Bea Wilkey or Beccy Fox on Radio Channel 1 as the DBS registered people on site.
- Encourage the child to stay with you and try to establish where and when they last saw their parents. Only move location if authorised by Beccy or Bea.
- If they are wearing a Lost Child Wristband, use a radio to contact the Show Information Point with your precise location so that a member of the Show Team can find you and the parent can be contacted.

If you encounter someone who needs medical assistance

- Reassure them as best you can.
- Try to locate another steward to help. Go to the nearest control point to alert Western Medical Services on Channel 2. Make sure you can give accurate details of the location.
- Stay until Western Medical Services arrive and help in whatever way is needed.

Report an Incident-

If you need to report an incident, call the mobile numbers listed on page 2, or radio through to control with these details:

- **Exact Location**
- **Type of Incident**
- **Hazards**
- **Access**
- **Number of casualties**
- **Emergency Services needed?**

Procedure in the event of an Evacuation-

In the event of an evacuation the PA will announce "IMPORTANT INFORMATION. Please can all radio users prepare for the implementation of the Major incident Plan and stand by for further instructions. All section leaders need to prepare stewards to assist in an evacuation". Please report to your team leader.

- Exit via Town/Members Gate – Move across to the High Street. Stewards in tabards to stop traffic in intervals to ease congestion.
- Exit via Mount Gate – Exit right out of the gate and along the road passing the Cricket Club, then congregate in the Golf Course.
- Exit via Wilton Gate – Exit left out of the gate and move into the Golf Club/Course

Do not block any roads for emergency services. Do not re-enter the showground until you are advised it is safe to do so.

Emergency/ Suspicious Situations-

Bags should not be left unattended. If you see someone walk away from their belongings, please ask them to return to and collect the bag. If you see an unattended bag, please contact the nearest Control Point to escalate to Show Manager.

Safety and Security Guide (cont)

If there is an emergency or you are concerned about a suspicious situation make contact with the nearest Control Point to escalate it to the Show Manager. Please see radio Users Guide on Page 13 for Channel details.

If you encounter a fire in a Marquee or on Showgrounds:

- Notify Control on Radio Channel 1.
- Evacuate the area in a quick and orderly fashion.

The Showground has Fire Safety Equipment marked by a fire symbol on the map. If the fire is small, and you feel able and confident, try to tackle the fire with an extinguisher. **DO NOT ATTEMPT THIS UNLESS YOU FEEL ABLE.** The most important thing is to keep yourself and the public safe.

Please familiarise yourself with the layout, locate your nearest Control Point, and understand the quickest route to get there.

Vehicles must be off site by 8.00 am each show day (unless displaying the appropriate pass). Vehicles will not be allowed to enter the Showground until at least 6.30pm Friday and 5:30pm on Saturday which is 30 minutes after the show closes each day. Car Parks will be locked at 8.00pm on Friday and Saturday. Please remove vehicles before this time.

If you are unsure how to use a radio, guides are available at the Show Information Point.

Radio Users Guide

Radio Channel Usage-

Channel 1 – Show Information Point, Volunteers Team and Show Officials

Channel 2 – Western Medical Services (FIRST AID) Show Days only

Channel 3 – Cricket Ground Car Park

Channel 8 – Showground Team

Channel 10 – Command Centre

If you are aware of, or someone informs you of

A medical emergency:

Go to Radio Channel 2 and ask for assistance from Western Medical Services.

A suspicious package/person:

Go to Radio Channel 1: state "Show Manager to Channel 10", then go to Radio Channel 10 and relay the issue. If instructed to, the nearest Control Point will go to the point of issue for review and take responsibility.

A fire:

Inform Show Manager & Chairman on Radio Channel 1 to escalate, go to the nearest point with Fire Safety Equipment (marked with a red fire icon on the map) and attempt to put out a fire if it is safe to do so, or wait for help.

Radios must stay at the Control Points at all times, please do not take them with you when you leave a Control Point as someone may need it.

Volunteers 'Thank You' Social Evening

Taunton Flower Show simply wouldn't be possible without your generous help and support, and on behalf of the Show Directors, we'd like to extend our sincere thanks for everything you do.

As a thank you, we are delighted to invite you to our Volunteer & Show Team Social Evening:

Date: Thursday 3rd September 2026

Time: From 6pm

Location: Monkton Elm Garden Centre

- Volunteers who have given four or more hours of their time are asked to contribute £5
- Volunteers who have given less than four hours are asked to contribute £17

In order to help cover some of the costs involved and reduce last-minute cancellations, all volunteers are now asked to make a small contribution. Unfortunately, last year we had 30 no-shows, which resulted in considerable costs and waste. We truly appreciate your understanding as we take this step to help manage the event more sustainably.

We are extremely grateful to the staff and management at Monkton Elm Garden Centre for hosting this special evening.

To help us confirm accurate catering numbers, please complete and return the reply slip to the Show Office or hand it in at the Show Information Point by 21st August.

Important: If you book a place but later find you're unable to attend, please let us know as soon as possible. Last year we had 30 no-shows, which resulted in significant costs, so timely notice really helps us manage the event effectively.

Yours sincerely

Steve Froud
Chairman

'Thank You' Social Evening Return Slip

Name	
Email	
Contact Number	
Please list any dietary requirements	
I would like to attend the Volunteer 'Thank You' social evening and I have worked over 4 hours. I enclose a payment for £5	
I would like to attend the Volunteer 'Thank You' social evening and I enclose a payment for £17	
I would like to bring a guest to the Volunteer 'Thank You' social evening and I enclose a payment for £17	
Total payment enclosed	

Please return this slip to the Show Information Point at the show or to the address on Page 2. Payment can be made by card at the show via the Show Information Point or via phone on the office number (see Page 2 for details). Booking is also available online via Showing Scene.



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