

GROUP WELCOME PACK



WELCOME

Hi there!

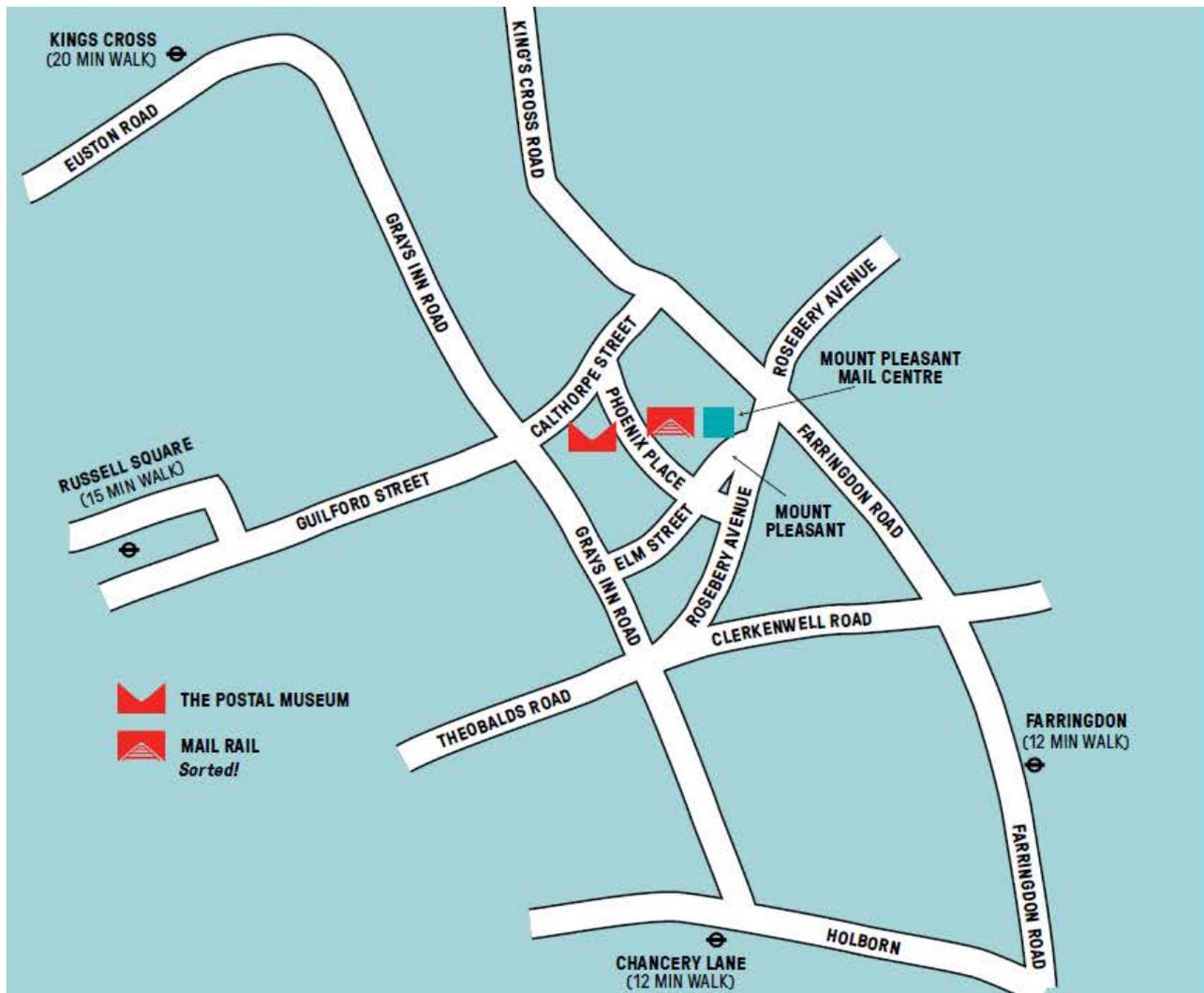
Thank you for booking your group visit! We look forward to welcoming your group to The Postal Museum and Mail Rail soon.

We hope you will find all the information you need to have a safe and enjoyable visit in this quick reference guide!

It is the responsibility of the group leader to disseminate the relevant information to all members of the group.

If you have any more questions, please check our website postalmuseum.org or get in touch with our Box Office Team via email (groups@postalmuseum.org) or on **03000300700** Monday to Friday 10:00-17:00.

GETTING TO THE POSTAL MUSEUM



If you would like a Walking Trail Map for each nearby station, then please click [here](#) to where you can download a PDF of each one.

Address

Full address is:

15-20 Phoenix Place

London WC1X 0DA

Please note that The Postal Museum is split across two sites – The Postal Museum and Mail Rail – separated by a road with a zebra crossing. Please take care when crossing the road.

Public transport

If you are travelling by public transport, use TfL Journey Planner to plan your route and check for up-to-date information about travel delays that may affect your journey.

Chancery Lane, Farringdon, King's Cross and Russell Square Underground stations are all located 10-20 minutes on foot away from The Postal Museum.

The nearest bus stops are located on Gray's Inn Road (17, 45, 46), Farringdon Road (63, 748) and Rosebery Avenue (19, 38, 341).

Farringdon and King's Cross St. Pancras are the closest railway stations.

Coaches

The Museum is located within the London Congestion Charge Zone (see TfL website for more details).

There is no parking available at The Postal Museum and groups are expected to arrange drop-off and collection points with their coach operators.

Coaches can stop outside The Postal Museum as long as the driver remains onboard at all times.

For further directions please insert our postcode on Google Maps.

PLAN YOUR VISIT

Upon arrival, please make yourself known to a member of staff in The Postal Museum welcome space. Here you will be given wristbands so that your group can move freely around the spaces open to the public in The Postal Museum and Mail Rail.

If your group is allocated more than one ride, the group leader is responsible for dividing members into smaller groups. Guests are expected to be in the Mail Rail Depot area 10 minutes before their scheduled Mail Rail Ride slot.

It is the responsibility of the group leader to ensure that all group members know the schedule for their visit. If any guests are late for their Mail Rail ride slot, The Postal Museum staff will try where possible to accommodate them on later trains, but this cannot be guaranteed. Unused tickets due to lateness are non-refundable.

We recommend visiting the Mail Rail galleries after the ride, however access to the galleries in The Postal Museum and Mail Rail is not timed.

Unless your group has arranged in advance a guided tour for The Postal Museum galleries (additional fees apply), your visit to the galleries will be self-led. However, The Postal Museum staff on duty are happy to answer any questions your group might have so that they can make the most of the time spent in our galleries.

Please note that if you have extra members (other than the amount you have paid for) turn up on the day, they will not be able to obtain the group rate and will have to pay for full price tickets.

FACILITIES

	<p style="text-align: center;"><u>Lift access</u></p> <p>Lift access is available in all spaces open to the public in The Postal Museum and Mail Rail with the exception of the Mail Rail Ride.</p>
	<p style="text-align: center;"><u>Accessible toilets</u></p> <p>Accessible toilets are available in The Postal Museum (ground floor) and Mail Rail (ground floor and lower ground floor)</p>
	<p style="text-align: center;"><u>Shop</u></p> <p>Located in The Postal Museum and Mail Rail welcome spaces, our two shops offer unique gifts for all ages.</p>
	<p style="text-align: center;"><u>Café</u></p> <p>The Counter Café is located in The Postal Museum welcome space and offers fresh sandwiches, salads and cakes and a range of hot and cold drinks to eat in or take away. The Counter Café can accommodate 40-50 people, however tables cannot be booked in advance and are available only on a first come first served basis.</p>
	<p style="text-align: center;"><u>Courtyard</u></p> <p>On sunny days additional café tables are available to be used in the courtyard outside The Postal Museum.</p>
	<p style="text-align: center;"><u>Lockers</u></p> <p>Lockers are available in The Postal Museum and Mail Rail welcome spaces. The maximum approximate size is 42x29.5x27.5cm. A refundable £1/€1 coin is required to operate the locker.</p>
	<p style="text-align: center;"><u>Wheelchairs</u></p> <p>Wheelchairs are available to borrow on a first come first served basis. Wheelchairs can also be booked in advance by contacting our Box Office Team.</p>
	<p style="text-align: center;"><u>WiFi</u></p> <p>Free WiFi is available in The Postal Museum and Mail Rail. Log on to “The Postal Museum Public” and accept the terms and conditions.</p>

MAIL RAIL RIDE

Please make sure **all** members of your group read this information **before** the day of your visit.

About the Mail Rail Ride

The Mail Rail Ride lasts approximately 15 minutes and is an immersive underground experience. The ride contains moments of pitch darkness and some loud noises and flashing lights. The ride takes a loop under Mount Pleasant (roughly 1.2 km) through tunnels that are only 7ft (213cm) wide at their narrowest point. The ride is narrated by a Mail Rail engineer and the train stops at two station platforms where films about the history of Mail Rail are projected onto the walls. At one point the ride simulates a power cut. This is brief but it may be worth warning everyone in your group.

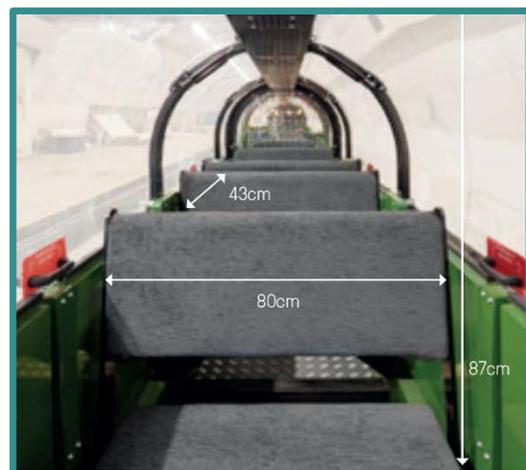


Accessibility

Due to the historic nature of the Mail Rail and to ensure the safety of all our guests, access to the ride is restricted. All visitors boarding the train must be able to transfer themselves in and out of the train unaided. In the event of an emergency evacuation all visitors must be able to walk unaided on uneven terrain, in a confined space and with low lighting levels for approximately 100 metres, before climbing 70 steps to the surface. Due to the size constrictions of the ride, no wheelchairs or walking aids can be accommodated in the carriages and must be left in the cages provided before boarding the train.

Due to the size of the tunnels, the train carriages are small and may be uncomfortable/unsuitable for visitors who are claustrophobic. Train dimensions are as follows:

- Carriages are 130cm high
- Bench seating is 80cm wide
- Seat to overhead canopy is 87cm
- Distance between seats is 43cm



The Mail Rail ride contains features such as loud noises and flashing lights which may be unsuitable for those with pre-existing conditions that could be made worse by these features.

Accessible Mail Rail Show

An Accessible Mail Rail Show is available in Mail Rail for visitors who cannot/do not wish to ride the train. This features footage showing the journey through the tunnels, excerpts from the audio soundtrack, and the full-length films from the station platforms.

MAIL RAIL RULES

	<p style="text-align: center;"><u>Dividing your group</u></p> <p>If your group is allocated more than one ride, divide your members into your arranged smaller groups in advance. Each train accommodates approximately 20 passengers and in your booking confirmation you will find how many seats are allocated to your group on each train. Please note that depending on the size of your group, members of the public might be on the trains allocated to your group.</p>
	<p style="text-align: center;"><u>Mail Rail Ride departure slot</u></p> <p>All visitors are expected to be in the Mail Rail Depot area 10 minutes before their scheduled slot.</p>
	<p style="text-align: center;"><u>Loose articles on the train</u></p> <p>Due to size constrictions and in order to ensure the safety of all guests, no loose articles are allowed on the train, including bags of any size including handbags and walking aids. All loose articles must be deposited in the cages provided prior to boarding. Cages are attended but are not locked. Alternatively, personal items can be left in the lockers located in the welcome space.</p>
	<p style="text-align: center;"><u>Children</u></p> <p>Children under the age of 12 must be accompanied on the train by an adult.</p>
	<p style="text-align: center;"><u>Boarding the train</u></p> <p>A member of staff will show you where to deposit your personal belongings and to sit. It is very important that you follow their instructions. The train will only depart when said member of staff is happy with the seating arrangements.</p>
	<p style="text-align: center;"><u>Canopies</u></p> <p>A member of staff will close the overhead canopies at the beginning of the ride and will will open them for you to alight the train safely at the end of the ride – please do not attempt to open them yourself.</p>