The Postal Museum

GROUPS
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!

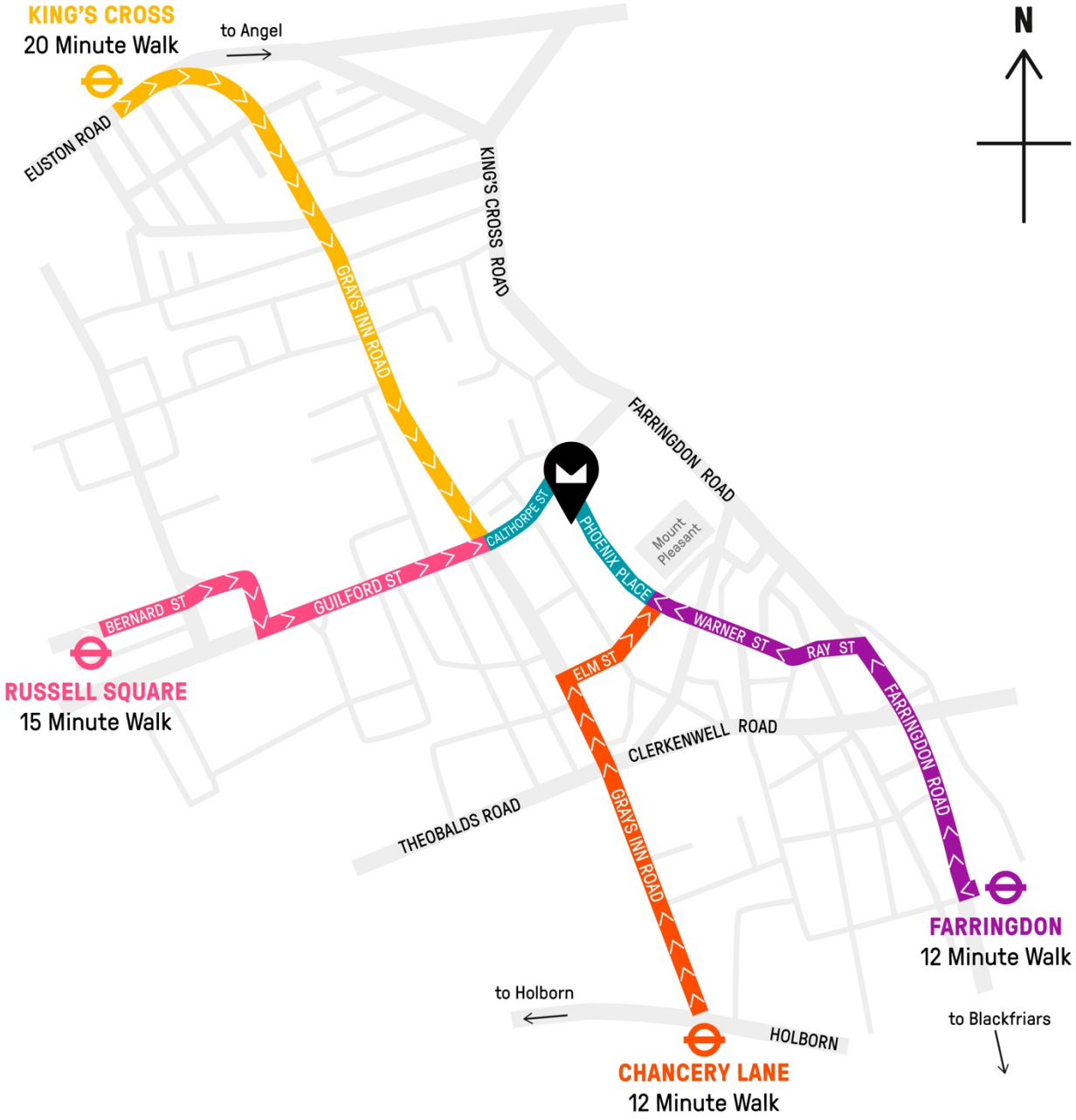
IT IS THE RESPONSIBILITY OF THE GROUP LEADER TO SHARE THE VISIT INFORMATION TO ALL MEMBERS OF THE GROUP.

GOT A QUESTION FOR US?

Please check our website postalmuseum.org

You can get in touch with our Box Office Team via email **groups@postalmuseum.org** or call **0300 0300 700** Monday to Saturday 10.00-17.00.

GETTING TO THE POSTAL MUSEUM



If you would like a Walking Trail Map for each nearby station, then please visit postalmuseum.org/visit/plan-your-visit/getting-here to download as PDFs.

The Postal Museum
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 mainline 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

ARRIVAL

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

MAIL RAIL RIDE

The Mail Rail can accommodate between 16 to 32 passengers dependent on size and comfort. This equates to an average of 22 passengers per train. If you have a large group, your leader is responsible for dividing members into smaller groups and staggering entry to the depot. You can enter the depot at any time within your allocated hourly slot, however we recommend arriving at least 20 minutes before the end to be guaranteed a ride within that hour. One of our Visitor Experience Hosts will then help your group to board the train.

GROUP LEADERS

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.

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.

GROUP NUMBERS

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 eligible for the group rate and will have to pay for full price tickets.

CATERING

We're pleased to now be able to offer food and drink packages at The Counter, our on-site café, as part of your group visit. We can cater for up to 40 people for Elevenses, Lunch or Afternoon Tea depending on your visit time. Payment is required at the point of booking and final orders must be received no later than 72 hours in advance of your visit date. If you would like to add Catering to your Group Booking or make any changes to your current Catering selections - please contact the Box Office on Groups@postalmuseum.org.

Already ordered your catering? Please select what you would like from our menu using this form here. Orders must be confirmed up to 72 hours before your visit.

— THE —
COUNTER

Spring Menu

Elevenses (Served 10.00 - 12.00)

Honey roast ham and cheddar Breakfast Muffin
Vine tomato and cheddar Breakfast Muffin (v)
Any homemade cake (v)
Super seed muffin with seasonal fruit salad (vg)
Super seed muffin with yoghurt pot (v)
All served with filter coffee or choice of tea

Light Lunch (Served 12.00-14.00)

Westcountry cheddar and orchard apple chutney baguette (v)
Salmon and broccoli quiche
Spinach, avocado, hummus and roasted pepper salad
with mixed leaves (vg)
Homemade soup of the day (v)
All served with seasonal side salads and either mineral water,
filter coffee or choice of tea

Afternoon Tea (Served 14.00-17.00)

Homemade sultana scone, Cornish clotted cream,
Tiptree strawberry jam (v)
Served with filter coffee or choice of tea

Vegan and Vegetarian Options Available Every Day

Free food and drink for drivers with every paying group. If you have a specific allergy or dietary requirement please let us know at the time of booking.

FACILITIES

	Lift access 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.
	Accessible toilets Accessible toilets are available in The Postal Museum (ground floor) and Mail Rail (ground floor and lower ground floor)
	Shop Located in The Postal Museum and Mail Rail welcome spaces, our two shops offer unique gifts for all ages.
	Café The Counter Café is located in The Postal Museum's main 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 pre-booked groups of up to 40 people, otherwise tables are available on a first come first served basis.
	Courtyard On sunny days additional café tables are available to be used in the courtyard outside The Postal Museum's main welcome space.
	Lockers Lockers are available in The Postal Museum and Mail Rail welcome spaces. The maximum approximate size is 42×29.5×27.5cm. A refundable £1/€1 coin is required to operate the locker.
	Wheelchairs 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.
	WiFi Free WiFi is available in The Postal Museum and Mail Rail. Log on to “The Postal Museum Public” and accept the terms and conditions.

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

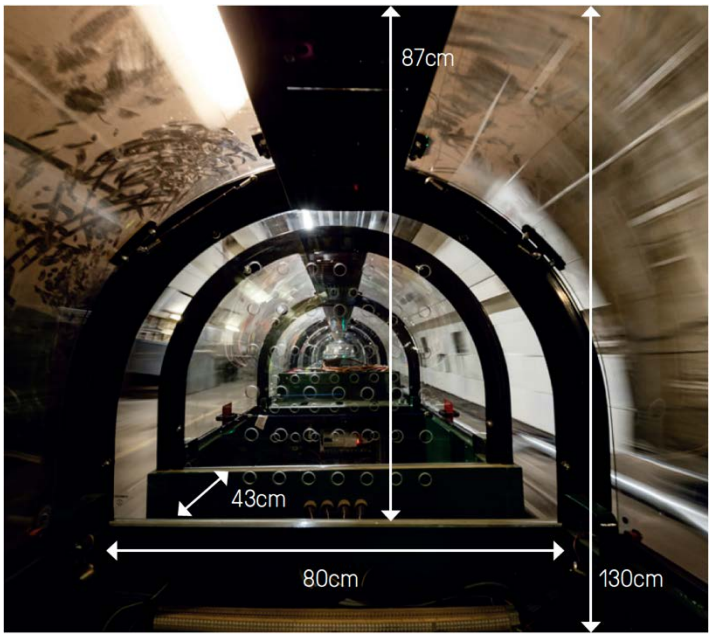
The Mail Rail Rail ride lasts approximately 15 minutes and is an immersive underground experience. The ride contains moments of pitch darkness and some loud noises and flashing lights. The ride takes a loop under Mount Pleasant (roughly 1.2 km) through tunnels that are only 7ft (213cm) wide at their 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

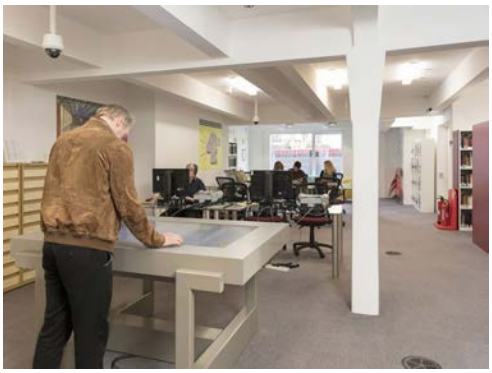
	Dividing your group If your group takes up more than one ride, divide your members into smaller groups in advance. Each train accommodates approximately 22 passengers. Please note that depending on the size of your group, members of the public may share your train.
	Mail Rail Ride departure slot Please arrive at any time within your hourly slot to queue and board the train. We recommend arriving at least 20 minutes before the end of your slot to guarantee a ride within that hour.
	Loose articles on the train 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.
	Children Children under the age of 12 must be accompanied on the train by an adult.
	Boarding the train 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.
	Canopies 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.

THE DISCOVERY ROOM

Did you have a relative who worked for the postal service? Have you seen something in our exhibition that's sparked your curiosity? Open Tuesday to Saturday the Discovery Room at The Postal Museum is the place to find out more about the history of the postal service. You can browse the reference library, search our catalogue and other digital resources, find your postal ancestors, explore staff magazines, study original material from The Royal Mail Archive and much more. Our friendly team of experts would be happy to help you with any questions – just pop in during your group visit.

From time-to-time we run workshops offering an introduction to researching your family history. Be sure to check our 'what's on today' board on arrival to see what's happening during your visit.

Please note that ID is required to access material from the Royal Mail Archive.



Location: The Postal Museum, First Floor
Opening hours: Tuesday to Saturday from 10.00 – 17.00.

Find out more about the Discovery Room at: postalmuseum.org/the-archive