The Postal Museum

GROUP WELCOME PACK 2021

WELCOME

Hi there!

Thank you for booking your group visit. We look forward to welcoming your group to The Postal Museum soon. In this guide you will find most of the information you need to have a safe and enjoyable visit.

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 Friday 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-us/walking-trails to download as PDFs.

The Postal Museum
15-20 Phoenix Place
London, WC1X 0DA

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 within 10-20 minutes walking distance 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.

PLAN YOUR VISIT

MUSEUM FIRST FLOOR

1 The Discovery Room
2 Learning Space A
3 Learning Space B

MUSEUM GROUND FLOOR

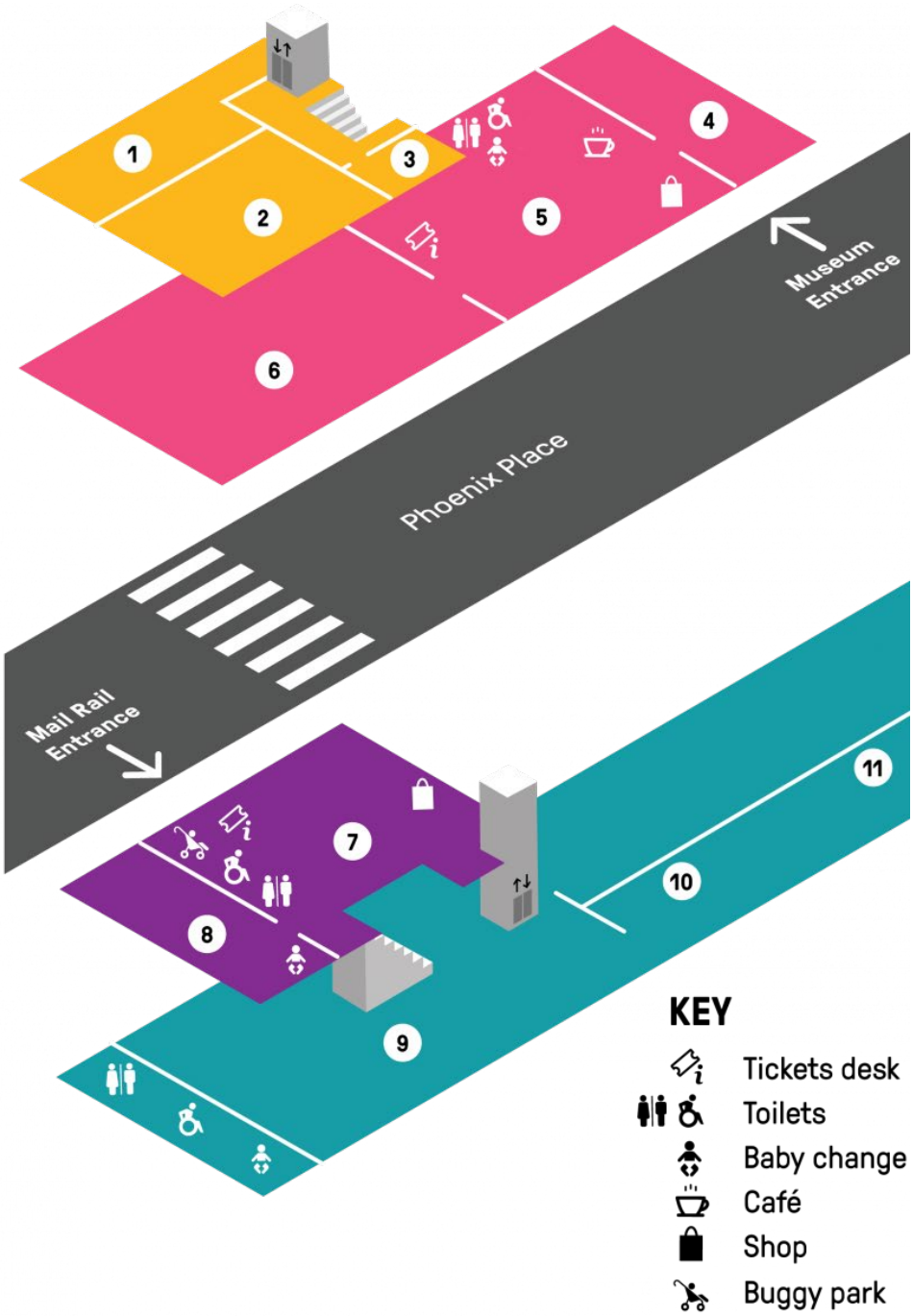
4 Courtyard
5 The Welcome Space
6 The Postal Museum Exhibition

MAIL RAIL GROUND FLOOR

7 Mail Rail Welcome Space
8 Sorted! The Postal Play Space

MAIL RAIL LOWER GROUND FLOOR

9 Mail Rail depot
10 Mail Rail ride & exhibition
11 Mail Rail virtual film



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. Due to our current distancing and safety measures, **visitors should go to the Mail Rail building first**.

WHAT TO BRING

- **Your tickets** – on your phone is best. Please have them ready to scan when you arrive at Mail Rail.
- **A face covering** – you will need to wear one at all times when indoors unless you're exempt.
- Please travel as lightly as possible and avoid bringing bags if you can.
- You can use a smart phone in our galleries – we've moved some of our sound installations online, so you can still hear everything on your phone.
    - You can see the full list here: postalmuseum.org/sound-files/
    - Alternatively, there will be QR codes at each installation, so you can jump straight to the correct sound file.

AUDIO GUIDE

If you've purchased the Audio Guide with your tickets, download the CloudGuide app from the Apple App Store or on Google Play for Android before your visit. Pick up an activation code from our Welcome Desk when you arrive at Mail Rail and enter it into the app on the launch screen. This will unlock The Postal Museum Audio Guide content. Don't forget your headphones!
postalmuseum.org/visit-us/audio-guides/

GUIDEBOOK

If you've purchased a guidebook voucher with your tickets, please show this at the Welcome Desk at Mail Rail when you arrive.

VISITING SAFELY

Please observe the following safety measures on your visit:

- Hand washing - Hand sanitisers will be available for use on arrival and throughout your visit.
- Face covering - Please wear a face covering during your visit.
- Distancing - Stay 1-2 metres from those not in your household and follow the one-way route.

Your Group will need to complete a Risk Assessment in accordance with our Risk Assessment checklist which you can find on **Page 7**.

For full details on safety guidelines, take a look at our Visit Us page: postalmuseum.org/visit-us

YOUR PRIVACY AND NHS TEST & TRACE

It's a legal obligation for the museum to take part in NHS Test and Trace and to collect contact information for everyone that enters the building. Please read our Privacy Policy for more details. You can also check-in using the NHS Test & Trace QR code at the Museum. postalmuseum.org/about/policies/digital-privacy-policy/

ACCESSIBILITY

We strive to make The Postal Museum as accessible as possible. If you have access requirements, see our Accessibility information here for more details: postalmuseum.org/visit-us/accessibility/

ON ARRIVAL

A one-way route is in place throughout all visits, therefore please arrive at the Mail Rail entrance first. Upon arrival, please make yourself known to a member of staff in Mail Rail Welcome Space. It is important that you arrive at Mail Rail just before the time on your ticket. You will be able to enjoy the museum exhibitions after your ride on Mail Rail.

MAIL RAIL RIDE

Rides on the train will accommodate roughly 8-15 visitors every 30 minutes depending on the number of bubbles in your group and the day of the week you request. There might be a wait to accommodate your group across train departure times. Please refer to our Mail Rail diagram on page 10 when organising household bubbles for each time slot booked. With large groups, the group leader is responsible for dividing members into smaller groups and staggering entry to the depot. One of our Visitor Experience Hosts will help your group to board the train.

We have severely reduced capacity on the Mail Rail train, caused by social distancing requirements. The museum's opening hours and train capacity will be reviewed regularly and may change to meet demand or new restrictions. We will inform you of any change that may affect your group.

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.

GROUP PRE-VISIT RISK ASSESSMENT

CHECKLIST FOR COVID-19 MEASURES

This checklist is designed to help group leaders check they have covered the required COVID-19 safety aspects in risk assessments for bringing a group to The Postal Museum. The Museum will only review the areas of risk assessments that impact the safety of its staff and visitors and will require risk assessments only as long as COVID-19 safe measures must be in place at the Museum.

- ☐ Procedure for NHS Test & Trace in place covering all staff and visitors entering The Postal Museum
- ☐ Measures for managing social distancing for staff and passengers while in transit.
- ☐ Social distancing at collection points and at terminals to help passengers and staff to maintain 2 metre separation.
- ☐ Suitable hygiene measures in place for transit e.g. additional cleaning
- ☐ Information given to passengers on social distancing measures e.g. mask wearing and hygiene measures for the duration of their trip
- ☐ All customers made aware of the Museum's COVID-19 safety measures and requirements.

Risk Assessment to be submitted to The Postal Museum 7 days before date visit at groups@postalmuseum.org

The Postal Museum is responsible for COVID-19 safety measures in the Museum to keep your customers and staff safe. You can view these measures on our website. The Museum will take measures to ensure all visitors follow the guidelines on site, including wearing masks unless exempt and maintaining social distancing.

Group leaders should remember that during the COVID-19 pandemic the usual Health and Safety guidelines still apply and that they should review their existing risk assessments regularly to ensure that they remain relevant under the changing circumstances of the pandemic.

If you would like any support with providing a risk assessment for your group visit, please contact us and we will assist you with the information we need.

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 up approximately 8 people with social distancing in place with further seating in the outside courtyard. Tables are available on a first come first served basis. The café is available for takeaway food and drink purchased on the day. For more information please visit: postalmuseum.org/visit-us/the-counter-cafe/
	Courtyard On sunny days additional café tables are available to be used in the courtyard outside The Postal Museum's main welcome space.
	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. Enable WiFi on your device, connect to “TPM Public” and accept the terms and conditions.
	Buggy Park Buggies and push chairs are welcome but will need to be left at the Buggy Park when in the Mail Rail building.

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.

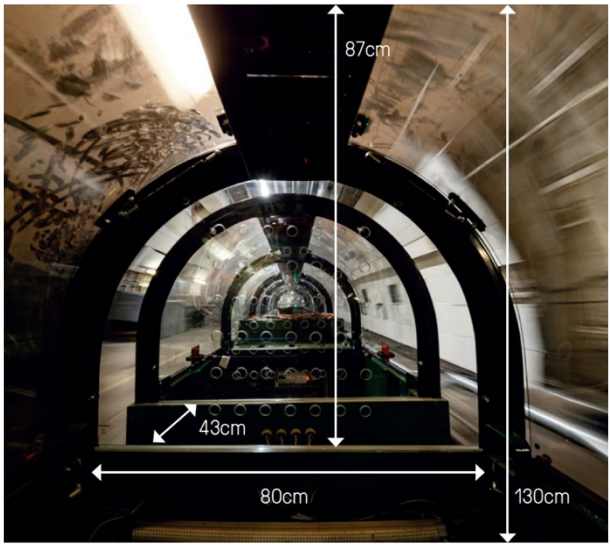
ACCESSIBILITY

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.



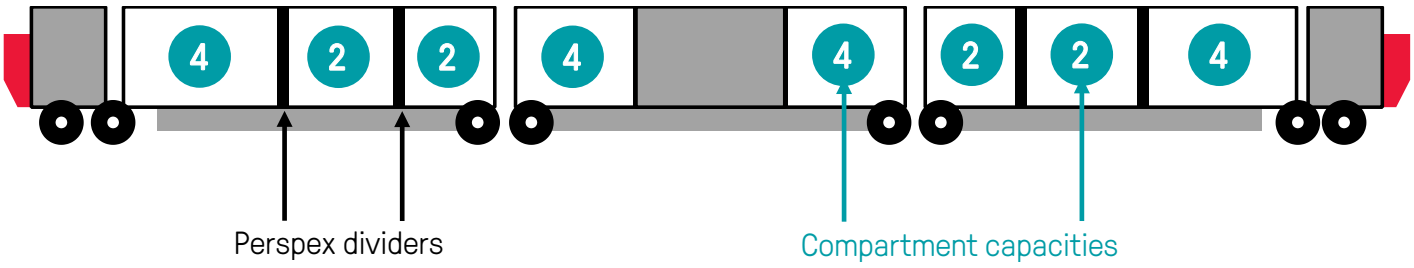
ACCESSIBLE MAIL RAIL SHOW

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

	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.
	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 open them for you to alight the train safely at the end of the ride – please do not attempt to open them yourself.

HOUSEHOLDS & BUBBLES



The numbers on this diagram show the maximum number of people that can be seated in each compartment on Mail Rail. People seated in each compartment must be from the same household or bubble. Please note 4-person compartments can accommodate 2 adults and 2 children or a maximum of 3 adults from the same household/bubble due to size. A train may depart with empty seats if there are more than 8 households/bubbles in your group and the remaining members will need to wait for the next train.

EXHIBITIONS

Wish You Were Here: 151 Years of the British Postcard

Included In Museum Ticket

1 April 2021 – 2 January 2022

'Wish You Were Here' celebrates and explores the iconic role the postcard has played in connecting people for more than a century and a half. The British postcard's history began in 1870 and 2020 marked its 150th anniversary. An innovation of its time, the postcard meant new and faster correspondence through the post. They were used to send secret messages of love, to boost morale for soldiers at war and to boast from holidays near and afar.

Visitors can explore the postcard through history and reflect on its future with themes including romance, First World War correspondence, the great British seaside, contemporary art and postcards in a digital age.