

## **TERMS AND CONDITIONS – SUPPORT A SLEEPER**

- 1.1** All Sleepers and plaques remain the property of The Postal Heritage Trust, trading as The Postal Museum.
- 1.2** Inscriptions should be names of individuals, companies, clubs or societies. The Postal Museum reserves the right to approve all lettering and to refuse any application considered unsuitable. In such cases The Postal Museum has no obligation to cite a reason and the donation may be returned.
- 1.3** Engraving of the plaques will be done by a specialist engraver, selected by The Postal Museum. Names cannot be painted or applied to the plaque in any other way than by way of an engraving.
- 1.4** Any amendments to the name provided by you to The Postal Museum by email must be made within 24 hours of receipt of your email. Thereafter The Postal Museum accepts no responsibility for changed or incorrect names.
- 1.5** The plaques are made of brushed stainless steel and are 175mm x 75mm x 1mm. Custom sized plaques are not available.
- 1.6** The Postal Museum reserves the right to change the size, colour and materials used to manufacture and engrave the plaque.
- 1.7** The Sponsor recognises that the plaques may chip, crack, wear or otherwise become damaged owing to natural causes and the environment in which they are installed without liability to The Postal Museum.
- 1.8** New supporter's plaques will be installed at the earliest opportunity. The Postal Museum will have complete control over the location and installation date of the plaques.
- 1.9** The plaque will remain installed and maintained for a minimum term of 5 years from the date of donation.
- 1.10** The Postal Museum reserves the right to move or relocate the plaque without liability, however, we will make every effort to keep the plaque in the original location.
- 1.11** By joining Support a Sleeper, or renewing your plaque, you are making a donation to The Postal Museum. Following confirmation of receipt of the donation, it will be non-refundable.

**The Postal Museum**

15-20 Phoenix Place  
London  
WC1X 0DA

T: +44 (0) 300 0300 700  
E: [boxoffice@postalmuseum.org](mailto:boxoffice@postalmuseum.org)  
[www.postalmuseum.org](http://www.postalmuseum.org)

- 1.12** Your Support a Sleeper donation is eligible for Gift Aid if you are a UK Taxpayer. It won't cost you any more if you Gift Aid your donation. The Postal Museum can claim basic rate tax relief, increasing your donation by 25p for every £1 you donate. In order for us to claim Gift Aid on your donation you must complete our Gift Aid declaration at the time of donating and provide your full name and address including full postcode.

## Your Benefits

- 1.13 As a new Sleeper Supporter, or if you are renewing your existing plaque and opting for full benefits, you are entitled to the following benefits:**

- 1.13.1 New Sleeper Supporters** - An engraved plaque, as described above, to be installed for no less than 5-years. A welcome pack including a certificate of authenticity.

Existing 'Sponsor a Sleeper' supporter renewing a sleeper plaque and opting for full benefits, you are now part of the 'Support a Sleeper' programme. Your existing engraved plaque will remain for another 5 years from the date of your renewal.

- 1.13.2** Two tickets to join a Tunnel Walk to view your plaque. Tunnel Walks must be booked within 12 months of your Support a Sleeper donation. Tunnel Walks run on Tuesday afternoons and evenings. Whilst we will make every effort to offer you a choice of dates and times we reserve the right to change or amend these tours at short notice due to circumstances beyond our control. In these instances, we will make every effort to communicate any changes in advance by notification via email, telephone or letter. <http://www.postalmuseum.org/Tunnel-Walks>

- 1.13.3** Two tickets to The Postal Museum to visit our exhibitions and ride Mail Rail during our public opening hours. Tickets are issued as a voucher code which must be redeemed within 12 months of your Support a Sleeper Donation. You will receive your voucher code in your welcome pack. These are the additional Terms and Conditions of your voucher;
- Vouchers can be redeemed for ticket purchases for General Admission to The Postal Museum, which includes a ride on Mail Rail.
  - The voucher code can be redeemed against any customer account but once redeemed may only be used with that customer account.
  - Vouchers may be redeemed online, via telephone (**0300 0300 700**), or at the museum Welcome Space in person.
  - Vouchers cannot be redeemed against any purchases from The Postal Museum's shops or The Postal Museum's café.
  - Vouchers are valid for **12 months** from date of Support a Sleeper donation
  - Code only redeemable once, for the value of 2 tickets.

*Please note that our Tunnel Walks run on the days when the museum is shut (usually Tuesdays) and the Mail Rail trains are not running. Your museum ticket will need to be used on a different day to your Tunnel Walk booking.*

**1.13.4** Your plaque name featured on our website Sleeper page  
[postalmuseum.org/SleeperSupporters](https://postalmuseum.org/SleeperSupporters)

**1.14** If you are an existing ‘Sponsor a Sleeper’ supporter renewing your sleeper plaque and donating to The Postal Museum without benefits, you are now part of the ‘Support a Sleeper’ programme. **You are entitled to the following over the 5-year term:**

**1.14.1** Your existing engraved plaque will remain for another 5 years.

**1.14.2** Your plaque name featured on our website Support a Sleeper page  
[postalmuseum.org/SleeperSupporters](https://postalmuseum.org/SleeperSupporters)

**1.14.3** All Support a Sleeper supporters have the opportunity to view their plaque over and above the benefits stated in these terms and conditions, by purchasing a ticket to a public Tunnel Walk.

**1.14.4** Visits to see the plaques and participate in Tunnel Walk tours cannot be made outside of the dates offered by The Postal Museum as outlined in term 1.12.2 above

## **1.15 Accessibility**

**1.15.1** Tunnel Walks: The route involves walking on uneven ground in low-light conditions for around 1.2km (0.75 miles) including stepping across rails and up onto platform areas. For this reason, the walk is not accessible by wheelchair users and is not recommended for people with mobility impairments. Tunnel Walks are for ages 12+ only.

**1.15.2** The Postal Museum: A visit to the museum includes a ride on Mail Rail. There are some restrictions to the ride:

- In the event of an emergency evacuation, guests must be able to walk unaided for a minimum of 100 metres on uneven surfaces with minimal lighting, and up at least 70 steep steps. Visitors who do not meet these requirements will be unable to ride.
- Visitors must be able to enter and exit the carriages independently.
- The audio-visual shows projected onto the platform walls during the ride contain flashing lights and would not be suitable for those with photo-sensitive epilepsy.

Please visit the full accessibility rules and regulations on our website [www.postalmuseum.org/visit-us/accessibility](https://www.postalmuseum.org/visit-us/accessibility) Please contact someone from our Development Team if you have any questions.

- 1.16** We will clean all plaques annually and we will clean your plaque individually in advance of your walk to ensure it's looking its best. You should let us know the date you have booked a Tunnel Walk at least a week in advance of the tour otherwise we cannot guarantee we will be able to clean your plaque before your visit.
- 1.17** If you are booked on a Tunnel Walk and are no longer able to attend, you must give us at least 48 hours' notice. Failure to give 48 hours' notice may result in your benefit being counted as used and you will not be able to book a new tour. If you do not attend without giving notice, your benefit will count as used and you will need to purchase Tunnel Walk tickets at the public rate to visit your plaque.