

The
Postal
Museum

Group Welcome Pack



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 the information you need to have a fun 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 Bookings Support 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

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

The museum is located within the London Congestion Charge Zone and the Ultra Low Emission 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.

Plan your visit

MUSEUM FIRST FLOOR

- 1 Archive
- 2 Learning Space A
- 3 Learning Space B

MUSEUM GROUND FLOOR

At street level

- 4 Courtyard
- 5 The Postal Museum Welcome Space
- 6 The Postal Museum Exhibition

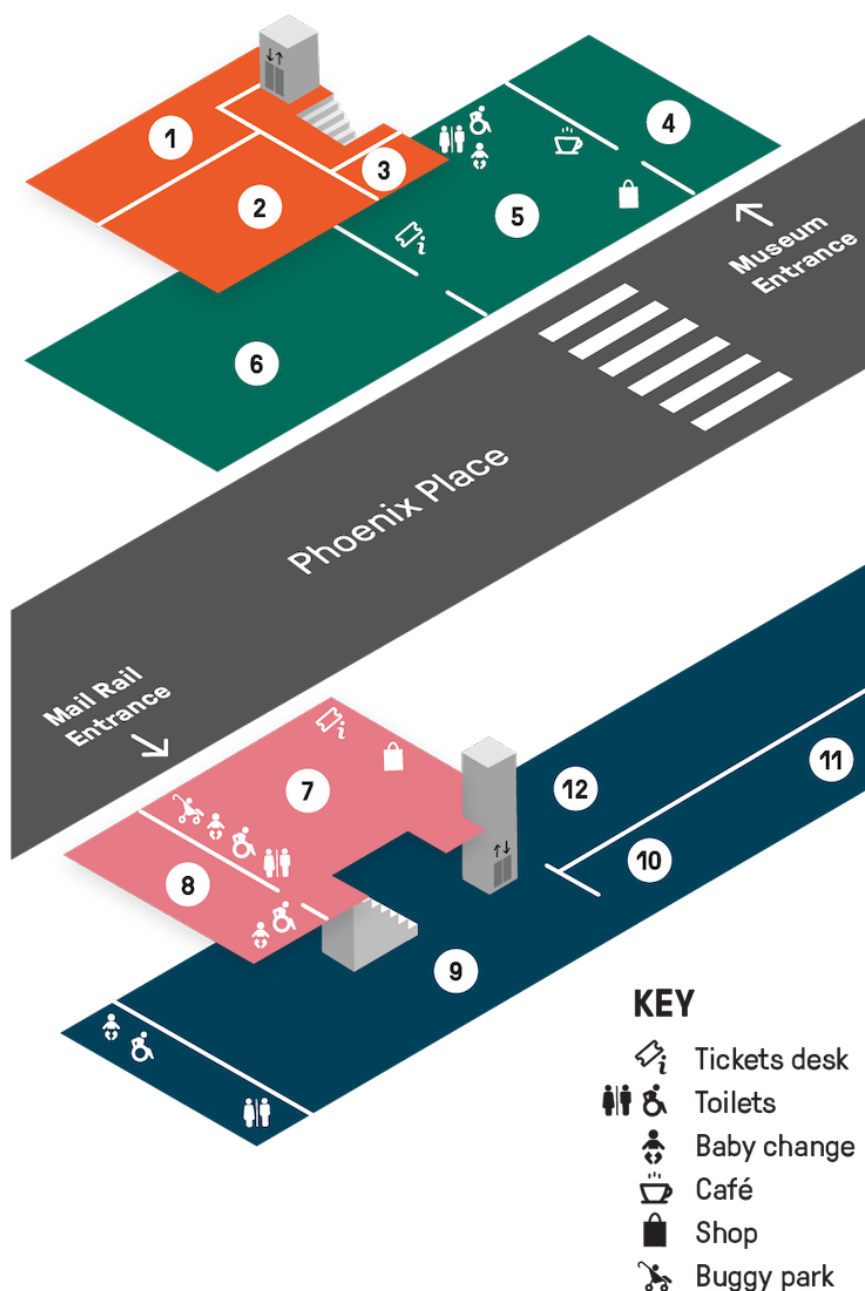
MAIL RAIL GROUND FLOOR

At street level

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

MAIL RAIL LOWER GROUND FLOOR

- 9 Mail Rail depot
- 10 Mail Rail ride
- 11 Mail Rail virtual film
- 12 Mail Rail Exhibition



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.

What to bring

- **Your tickets** – on your phone is best. Please have them ready to scan when you arrive at Mail Rail.
- Please travel as lightly as possible and avoid bringing bags if you can.

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.

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

On arrival

All visits begin at Mail Rail and then continue onto the exhibitions. Therefore, please arrive at the Mail Rail entrance first and make yourself know 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 accommodate 30 - 60 visitors every 30 minutes depending on the day of the week you request. There might be a wait to accommodate your group across train departure times. 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.









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.

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/

Facilities

	<p>Lift access</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>Accessible toilets</p> <p>Accessible toilets are available in The Postal Museum (ground floor) and Mail Rail (ground floor and lower ground floor)</p>
	<p>Shop</p> <p>Located in The Postal Museum and Mail Rail welcome spaces, our two shops offer unique gifts for all ages.</p>
	<p>Café</p> <p>The Café is located in The Postal Museum's main welcome space and offers a range of fresh options for lunchtime or snacks to eat in or take away. Tables are limited and available on a first come first served basis with further seating in the outside courtyard. If you are interested in catering for your group please contact us as soon as possible and we will work with our catering partner to fulfil your needs.</p>
	<p>Courtyard</p> <p>On sunny days additional café tables are available to be used in the courtyard outside The Postal Museum's main welcome space.</p>
	<p>Wheelchairs</p> <p>Wheelchairs are available to borrow on a first come first served basis. Wheelchairs can also be booked in advance by contacting our Bookings Support Team.</p>
	<p>WiFi</p> <p>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.</p>
	<p>Buggy Park</p> <p>Buggies and push chairs are welcome but will need to be left at the Buggy Park when in the Mail Rail building.</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

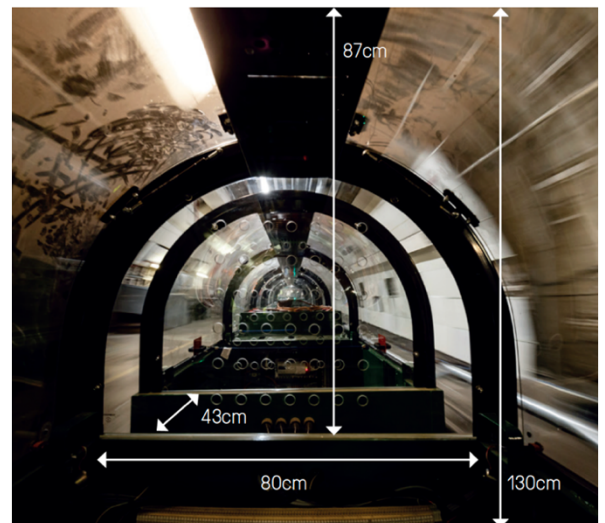
Due to the historic nature of the Mail Rail and to ensure the safety of all our guests, access to the ride is restricted. All visitors boarding the train must be able to transfer themselves in and out of the train unaided. In the event of an emergency evacuation all visitors must be able to walk unaided 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

	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.

Exhibitions

Voices of Resistance: Slavery and Post in the Caribbean

Included in Museum Ticket

5 April 2025 – 5 January 2026

Explore the powerful stories of enslaved people whose labour fuelled 19th-century postal ships.

Postal ships carried mail between the UK and the Caribbean, enabling enslavers to manage plantations via the postal service and distance themselves from the atrocities of transatlantic slavery. Through letters between plantation owners and managers discovered in our archive, we can begin to piece together glimpses of the lives of enslaved people and their courageous acts of resistance.

For years the postal ships themselves were also refuelled by enslaved people on the island of St. Thomas. Learn how Caribbean coal workers are honoured today in a special film created with our partners, Dollar fo' Dollar – the St. Thomas based organisation that works to ensure their legacies live on to inspire people.

Find out more at: <https://www.postalmuseum.org/event/voices-of-resistance/>



'Bangles' by Joy Gregory, 2020. Joy's work juxtaposes the privileged lives of enslavers living in Britain with the horrific experiences of the enslaved in the Caribbean. *Image © The Postal Museum*