

# The Postal Museum Sensory Map

**Welcome to The Postal Museum – this sensory map will help you on your visit.**

You can use this sensory map to identify sensory-friendly spaces in the museum.

Some areas in the exhibitions have films and audio that are always playing, while others will start to play when there is movement within the area.

Resource developed with:



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# Key

## Lighting



### Lower lighting

Lighting in these spaces is darker.



### Well lit

Lighting in these spaces is brighter.

## Temperature



### Warm temperature

The temperature in these spaces can be warmer.



### Cooler temperature

The temperature in these spaces can be colder.

## Sound



### Noisy

Spaces where it is loud.



### Film with sound

Spaces where a video with sound is playing.



### Quieter area

These spaces can be less noisy than the rest of the museum.



### Noisy interactive exhibit

Museum displays that make sound when you use them.

## People



### Busy area

There might be a lot of people in these spaces. The museum is busier during weekends and school holidays.



### Queue

Some spaces in the museum such as Sorted! and the Mail Rail ride require waiting in a queue. If waiting or queuing could cause distress during your visit, please speak to a member of staff. We will do our best to help.

## Smell



### Strong smells

Spaces which might smell because of food from the café or damp from the tunnels.

## Gallery



### Moving interactive exhibit

Museum displays which move when you use them.



### Interactive displays

Displays where you can engage with the objects.



### Costumes

Spaces where you can try on different clothing. Some costumes can feel itchy.



### Sensitive subject matter


The topics might be upsetting for some people.

# Mail Rail welcome space and gift shop

**The museum is split over two buildings.** The Postal Museum site is on one side of Phoenix Place and the Mail Rail site is on the other side of Phoenix Place. It is a short walk between the buildings and you will cross a road using a pedestrian crossing.


**When you arrive you should go to Mail Rail first.**


This is where you will start your visit. You can go to The Postal Museum building after visiting Mail Rail.

 When you get to the depot downstairs you may need to **queue** for the train. The depot queue area can be **noisy** on busy days.

If waiting or queuing could cause distress during your visit, please speak to a member of staff. We will do our best to help you.

In Mail Rail welcome space there is a gift shop and access to Sorted! The Postal Play Space.

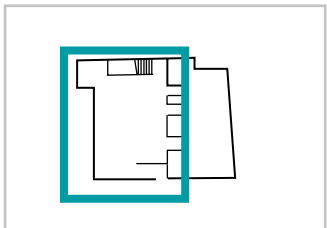
 When you enter the Mail Rail building there might be a **damp smell** because of the underground tunnels.

 All of the toilets have hand dryers which are **noisy**.

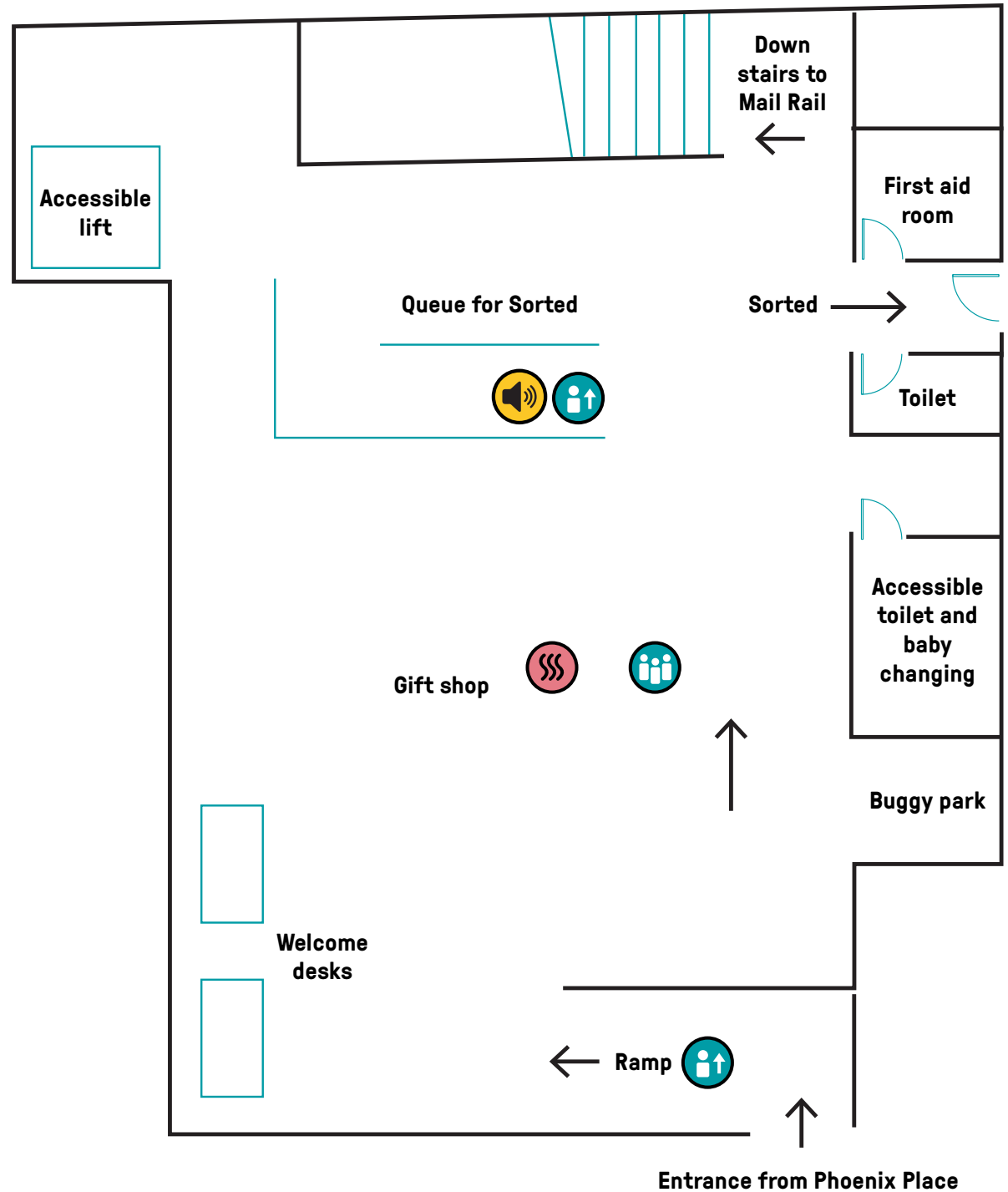


# Mail Rail welcome space and gift shop

-  Noisy
-  Queue
-  Busy area
-  Strong smells



Mail Rail building, ground floor



# Sorted! The Postal Play Space

Sorted! The Postal Play Space is an indoor play area for children aged 8 and under.

You can pretend to be a postal worker in an interactive village with streets, buildings, trolleys, pulleys, slides and chutes.



**It can be noisy and busy during the sessions.**



Sorted! is located on the ground floor of Mail Rail. Sessions are 45 minutes and start every hour, on the hour. You will need to purchase a separate ticket to visit Sorted!



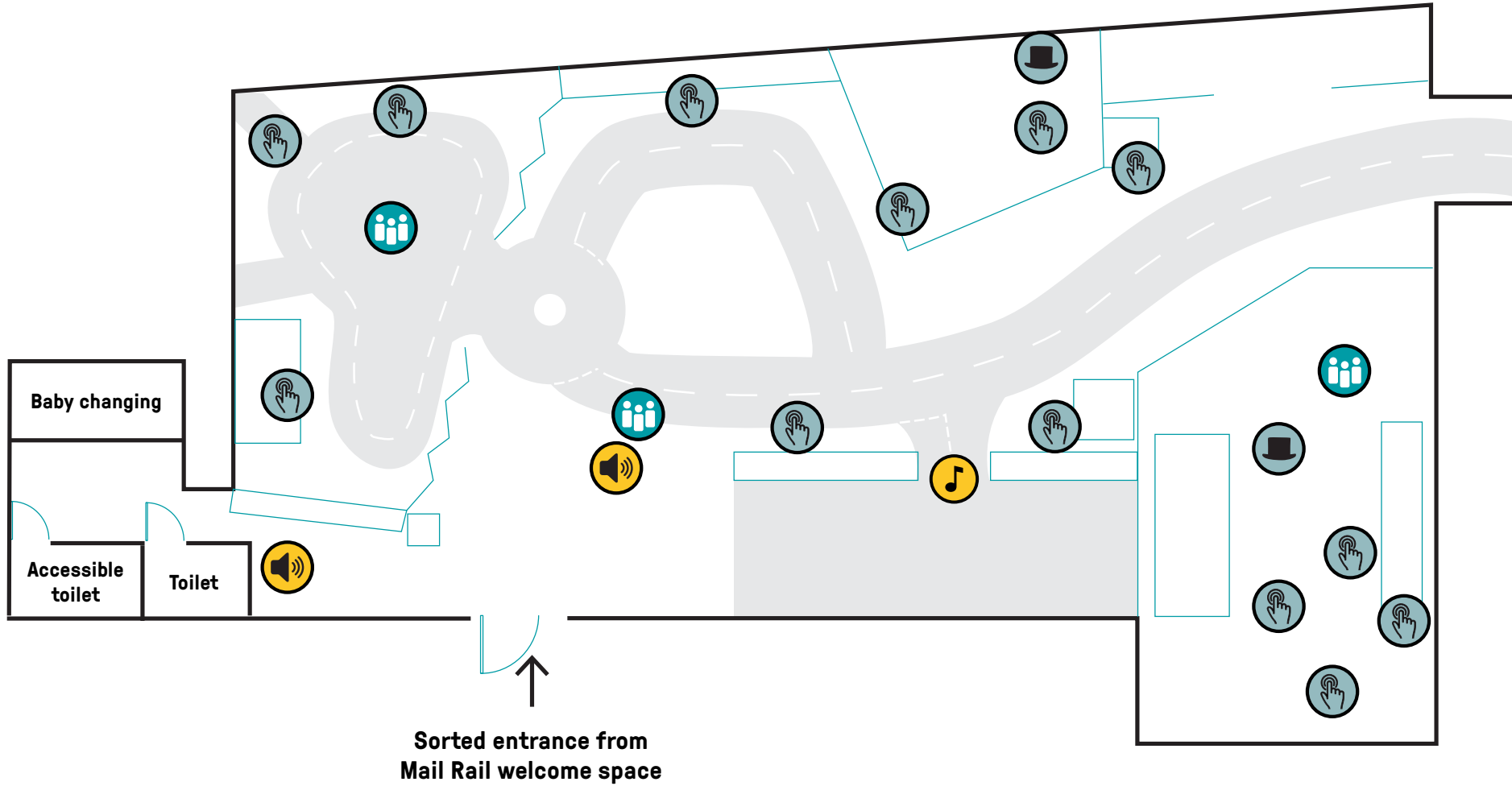
**You will need to wait outside in the shop or the queue space if you are early for your session.**



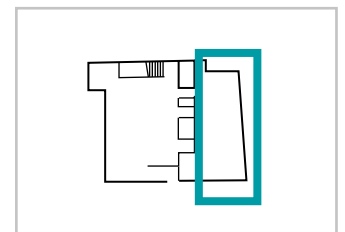
**All of the toilets have hand dryers which are noisy.**



# Sorted! The Postal Play Space



- Noisy
- Noisy interactive exhibit
- Costumes
- Hands-on displays
- Busy area



Mail Rail building, ground floor

# Mail Rail depot

When you enter the lower ground floor of Mail Rail you will arrive in the depot. This is a large open space. There are activities in the depot on set days of the year, check the website for more information. Sometimes the lights are brighter when activities are taking place.

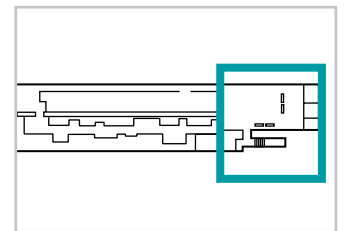
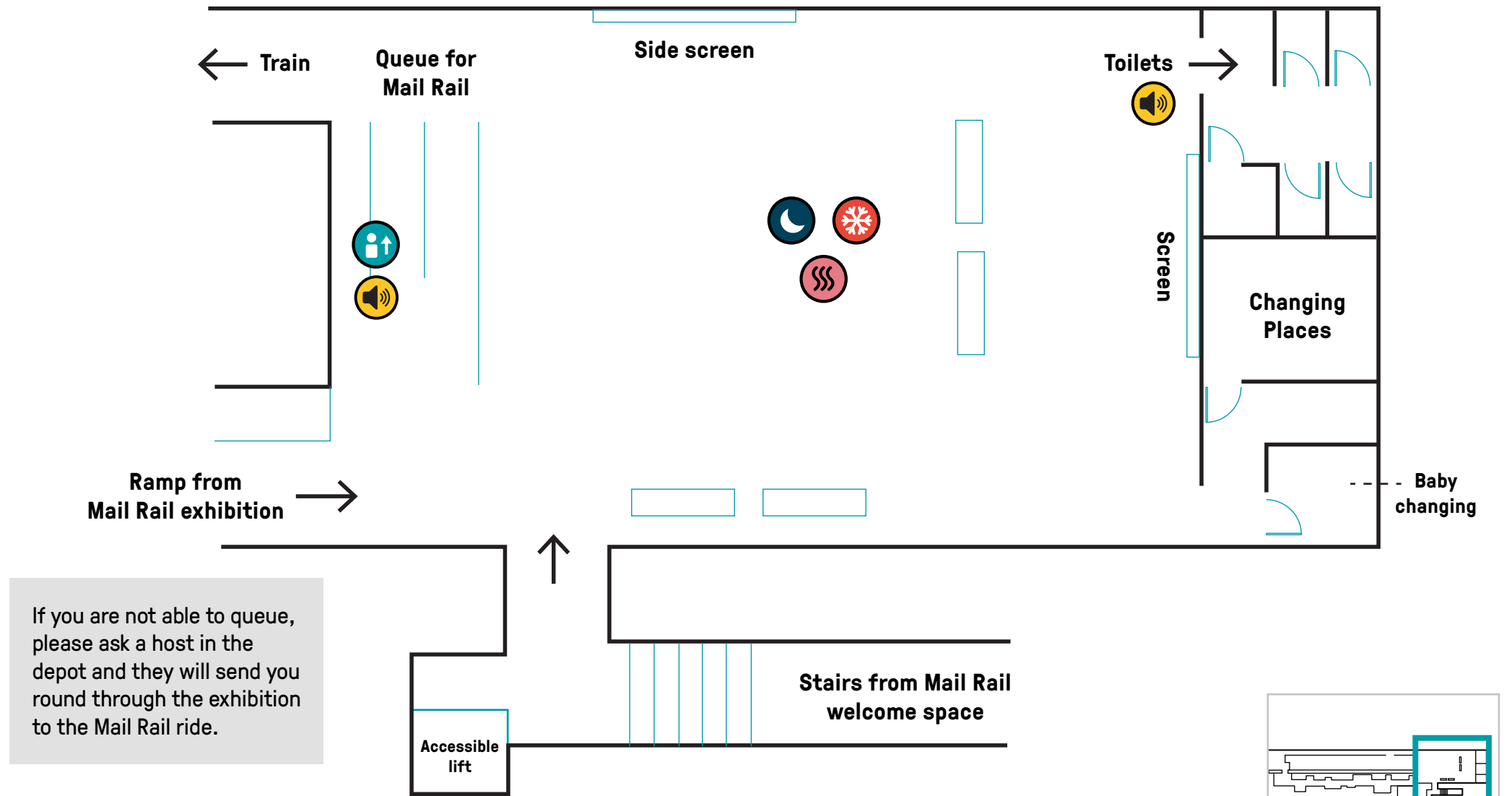
In this space there is a video about the history of the Mail Rail. There are metal benches to sit on.

When you enter the depot there might be a **damp smell** that is stronger in certain areas.

All of the toilets have hand dryers which are noisy.



# Mail Rail depot



Mail Rail building, lower ground floor

-  Lower lighting
-  Cooler temperature
-  Queue
-  Strong smells
-  Noisy

# Mail Rail ride and exhibition



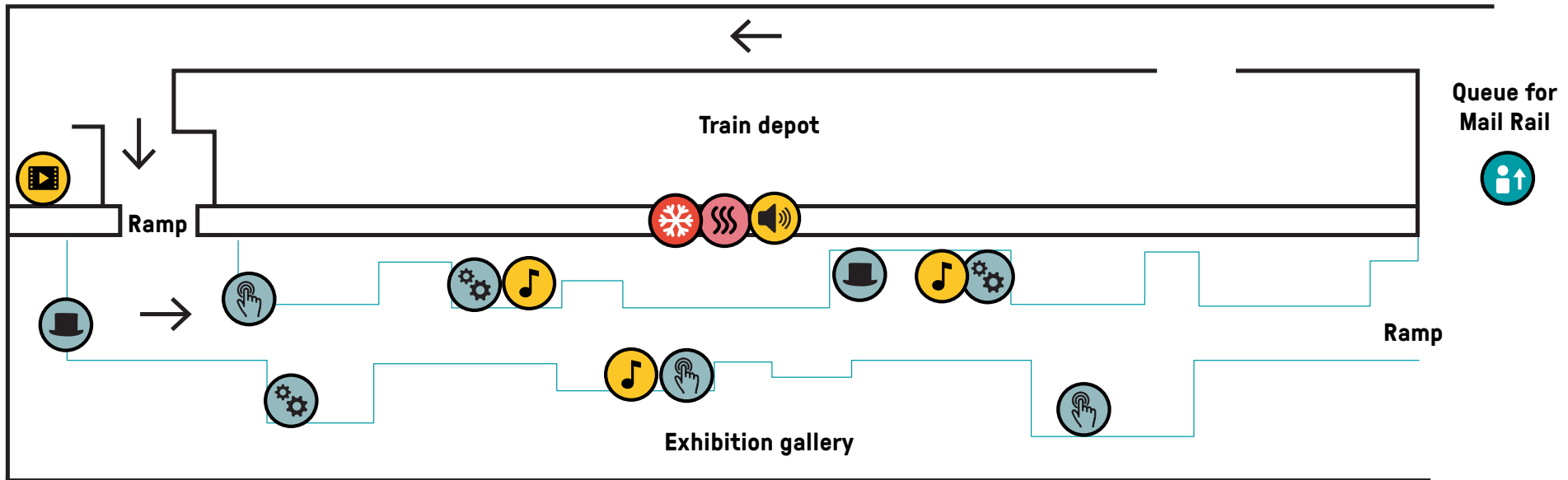
People who do not like **loud noises, strong smells, darkness, small spaces or flashing lights** might not like the Mail Rail ride.










After the Mail Rail ride, you can explore the exhibition and learn more about the history of Mail Rail. There are different interactive displays which make noise when you play with them. There are also sounds of people working with lights throughout the exhibition.

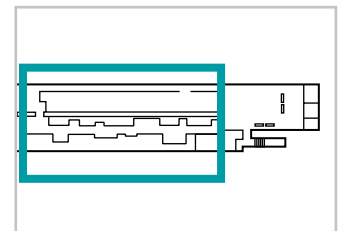
The lights are switched off completely for one part of the ride. This is a pretend power cut. It will last 30 seconds.



# Mail Rail ride and exhibition



-  Cooler temperature
-  Moving interactive exhibit
-  Strong smells
-  Film with sound
-  Costumes
-  Noisy
-  Hands-on displays
-  Noisy interactive exhibit
-  Queue



Mail Rail building, lower ground floor

# The Postal Museum welcome space, café and gift shop

When you enter the museum you will go into The Postal Museum welcome space.

The gift shop and café are located in the welcome space area. Here you can also access the unisex toilets, accessible toilets and baby changing facilities, as well as the stairs and lift to the Archive on the first floor, which is open on Wednesdays, Thursdays and Fridays, and the second Saturday of each month.



The welcome space has **very bright lights** and it can be very **noisy** when it is busy.

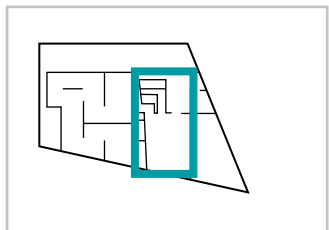
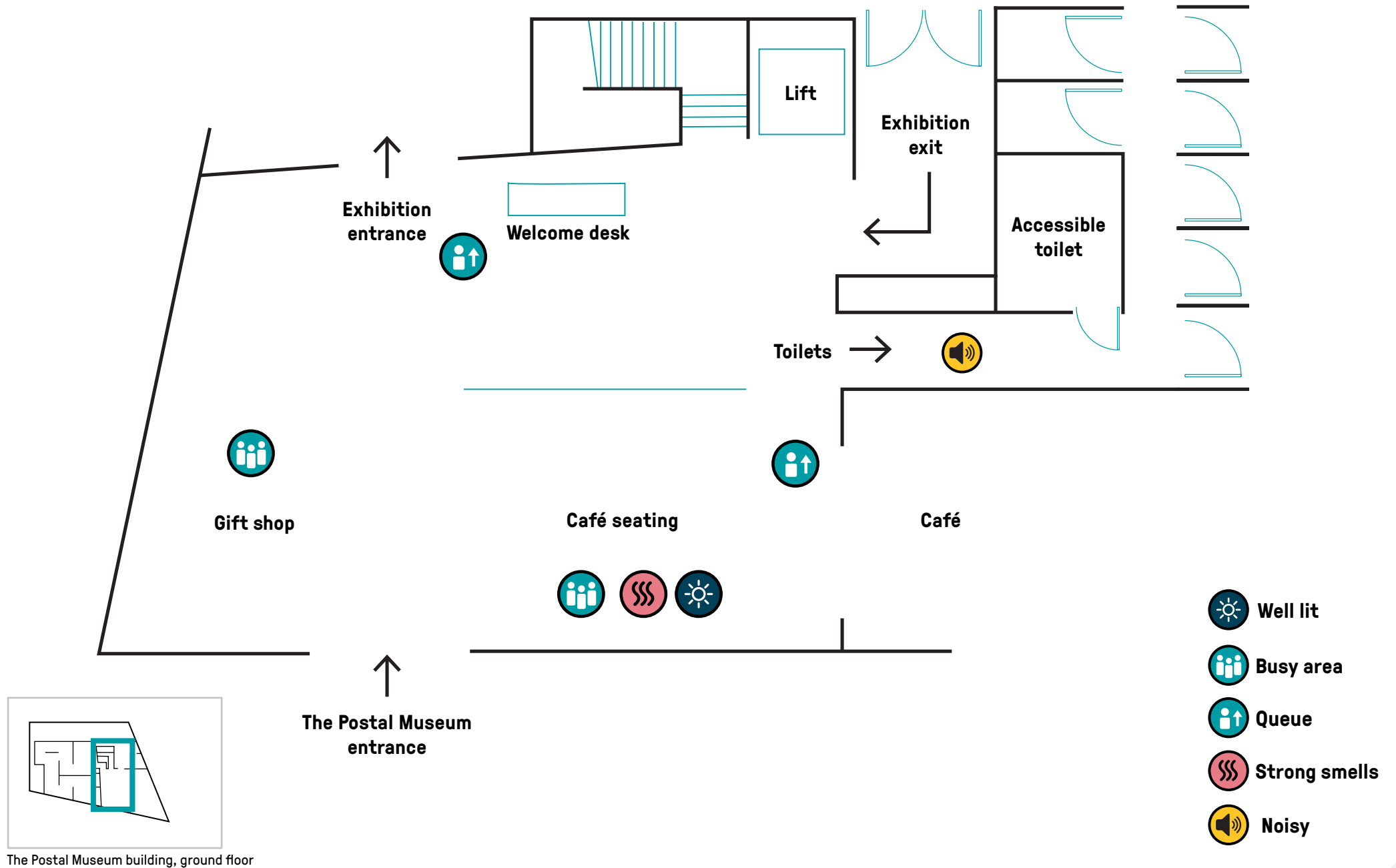


The café chairs can make a loud scraping sound against the floor when they are moved. **The welcome space smells like food.**

**All of the toilets have hand dryers which are noisy.**



# The Postal Museum welcome space, café and gift shop




The Postal Museum building, ground floor


The Postal Museum entrance


# The Postal Museum exhibition


**The exhibition entrance is in the welcome space next to the ticket and information desks.** There is a big sign above the entrance door to show you where to go. Food and drink should not be taken into the exhibitions. This is so that the items in the space do not get damaged.

 **The Postal Museum exhibitions are darker** but there are spotlights on some objects.

You can see through to other parts of the exhibition through the gaps in some of the walls.









 It can be very **noisy** from the sounds of the **interactive exhibits**. When there are lots of people it can feel very **warm** and be **noisier**. There is a sound of a lion roaring.

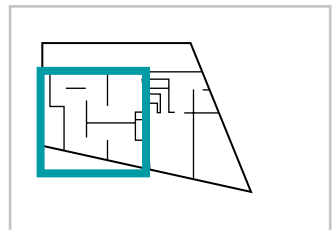
 In The Postal Museum permanent exhibition you can learn about the history of the postal service in Britain. It is divided into **five zones** which are times in history, starting from 500 years ago through to the present day. There is a sixth zone at the end of the permanent exhibition which is the temporary exhibition space. This is changed every six to nine months and tells specific stories from postal history in more detail. Sometimes this space is closed when a new exhibition is being installed.

 **The third zone in the exhibition is about the Post Office during times of conflict. The current temporary exhibition is called Voices of Resistance and is about the post and slavery in the Caribbean.**

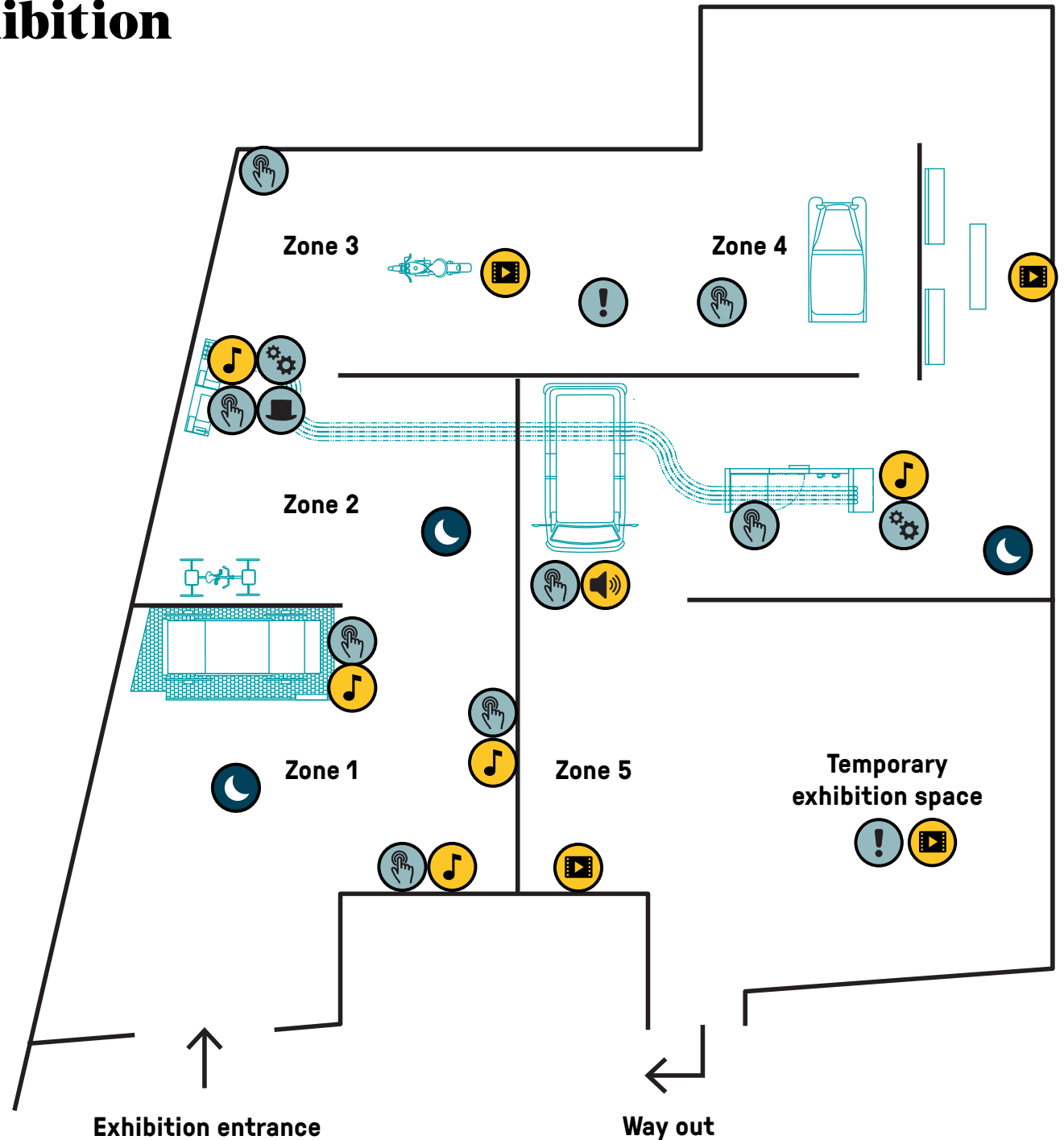


# The Postal Museum exhibition

-  Lower lighting
-  Noisy
-  Film with sound
-  Noisy interactive exhibit
-  Costumes
-  Hands-on displays
-  Sensitive subject matter
-  Moving interactive exhibit



The Postal Museum building, ground floor



# The Archive

**On your visit to The Postal Museum you can visit the Archive. The Archive is on the first floor and can be accessed using the stairs or lift. It is open on Wednesdays, Thursdays and Fridays, and the second Saturday of each month.**

This room is where you can look at archive materials and find out about people who worked for the Post Office. You can also find out more about the items cared for by the museum. This includes information about items not on display in the exhibitions.

A team of friendly archivists can help you and answer any questions you might have.



**The room is cold because some of the items are very delicate.** The cold temperature helps to keep them in good condition.

Food and drink should not be taken into the Archive. This is so the items in the space do not get damaged.



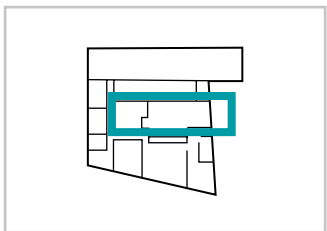
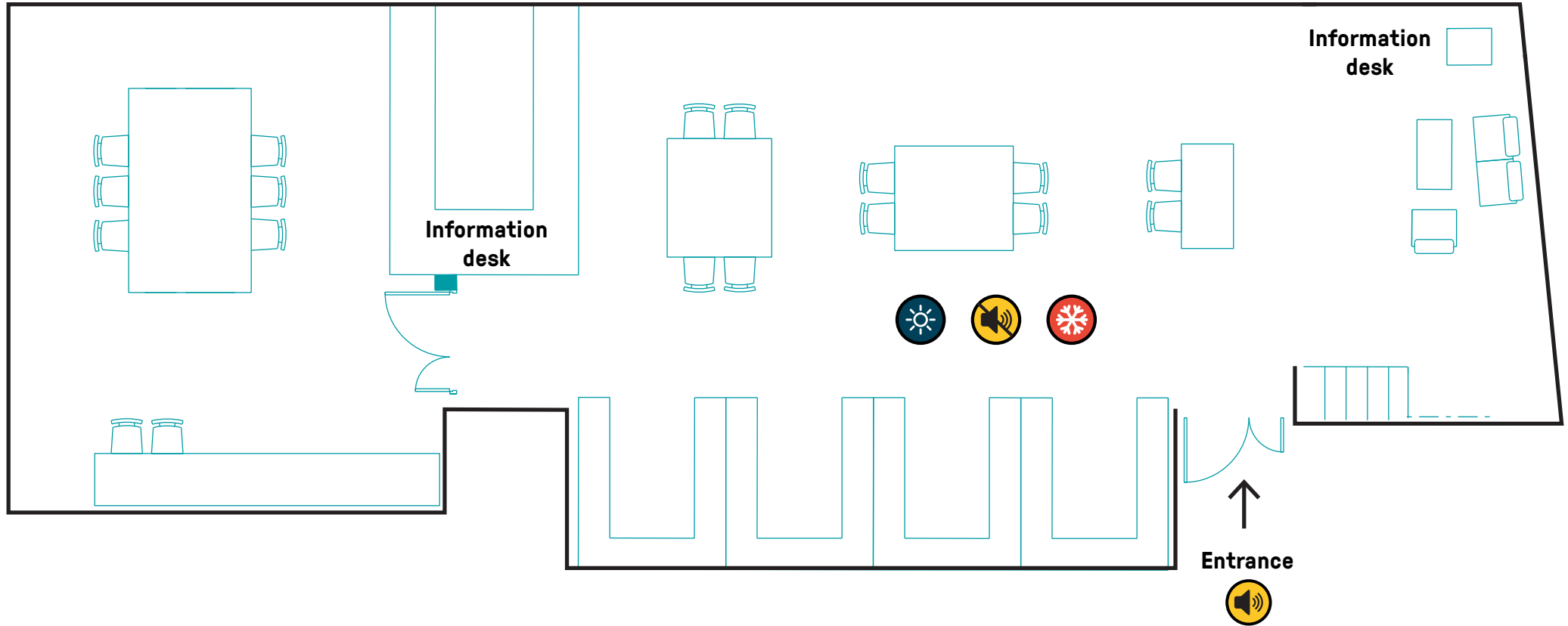
Although it can sometimes get busy, the Archive is a **quiet place** where you can sit and read because the people who use it need to concentrate.



The space **outside the archive can sometimes be noisy** if school groups are using the learning spaces next door.



# The Archive



The Postal Museum building, first floor



Well lit



Quieter area



Cooler temperature



Noisy