

Mail Rail

Visual Story

In this guide you can find out what your visit to **Mail Rail** will involve.

Where to go when you arrive

The Postal 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**.

When you arrive you should **go to the Mail Rail building first**, this is where you will start your visit. You should **aim to arrive** on the **time slot stated on your ticket**.

There are **building works** happening around the museum so it might be **noisy** when you arrive and during your visit.



Where to go when you are in Mail Rail

When you enter you **walk down a ramp**. A member of staff may ask you if you have tickets and what your ticket time is when you enter.

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

There are **20 stairs** or alternatively a **platform lift** to the **lower ground floor of Mail Rail**. On the lower ground floor you can access the **ride, exhibition and Changing Places toilet**.

It is **darker** on the lower ground floor and it might **smell of damp and feel colder**. This is because of the **tunnels**.



Mail Rail depot

When you enter the **lower ground floor** of Mail Rail you will arrive into the **Mail Rail depot**. This is a large open space.

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

There are **toilets and a Changing Places toilet**. You will need a **RADAR key** to open the Changing Places toilet door. Please **ask a Visitor Host** if you need to **borrow one**.

You can also see the **Mail Rail ride and the exhibition**. From this space you can **look at the carriages, the tracks and the tunnels** so you can **decide** if it is something you might like to do.



Mail Rail rules and restrictions

There are some **safety restrictions and conditions** that might mean you cannot ride Mail Rail.

If there is an **evacuation** you **must be able to walk for a minimum of 100 metres on uneven surfaces and in the dark.**

If you are **unable** to do this, you **won't be able to board the train.**

You **cannot take your bag or any food or drinks** on the ride but you can take a medical bag - please ask a Visitor Host about this. You can put your belongings in a **lockable cage** next to where you board and it is **looked after** by a Visitor Host.

People **younger than 12** need to ride **with an adult (over 16).**



What to expect when riding Mail Rail

The ride takes around **20 minutes**, including embarking and disembarking.

You might have to **queue** when **boarding** the train. The time on your ticket is a timeslot and not an exact departure time.

The ride takes a **loop** under Mount Pleasant Mail Centre. The tunnels and tracks that the museum trains use are the original ones used by trains that carried mail across London from 1927 to 2003. There is a **horn sound** as each Mail Rail train leaves the station. There are two Mail Rail trains, one is **red** and one is **green**.



What you will experience when riding Mail Rail

The ride can teach you about the **history of Mail Rail**.

It stops at **two platforms** but you **stay seated** in your carriage. You can **watch videos projected** onto the underground platform walls. The videos are of animations and real footage, which represent what **working on Mail Rail** would have been like.

Some of the videos can **move very quickly** and could make you feel **dizzy**.

The ride is **narrated** by a Mail Rail engineer called Ray and a man called Andy. The sound is played through **speakers in the carriage**.



Mail Rail environment

- People who do not like **loud noises, strong smells, darkness, small spaces or flashing lights** might not like the Mail Rail ride.
- The lights are **switched off completely** for one part of the ride. This is a pretend power cut. It will last **30 seconds**.
- The **carriages are small** so it can **feel cramped**.
- It can feel **snug or claustrophobic** as the carriage is small and some of the **tunnels are small**.
- When the Mail Rail carriage canopy closes it can make your **ears feel funny**.
- The ride is **noisy** as it travels through the tunnels. The rails and wheels may make a squeaking or screeching noise on some parts of the ride.
- The tunnels can **smell of damp** and it can smell stronger at specific points of the ride.



Mail Rail safety procedures

The **driver** sits at the front of the train.

Once the train leaves the platform you **cannot get off the ride** until the **experience comes to an end**, except in **emergencies**.

There is an **emergency button** in your carriage if you need to stop the train. The driver will **drive to the next platform** and stop the train and **speak to you** to find out how they can help you.

If there is an emergency **caused by something outside the train** the driver will **calmly explain** and **show you what to do**. The train **will stop** and you will hear the **driver's voice in the carriage, through a speaker**. They will tell everyone what to do.

They will come and open the carriage doors **in order**, from the front of the train to the back of the train.

Then you will follow the driver along the **evacuation route**. There are **70 steps**.

At the top of the steps you will exit into the **Mount Pleasant Mail Centre** or the entrance to the flats and houses **next door to the Mail Rail building**. There is a **safe fire escape route** and you will keep **following the driver** to the safety meeting point.



What to do at the end of the ride

The Mail Rail ride finishes back **where you started.**

You will **wait in the carriage** until a Visitor Host or a driver **opens the canopy and doors.**

When you get off you **exit to the left.** The Visitor Host will show you where to go. You can **collect any belongings** you have left in the cages.

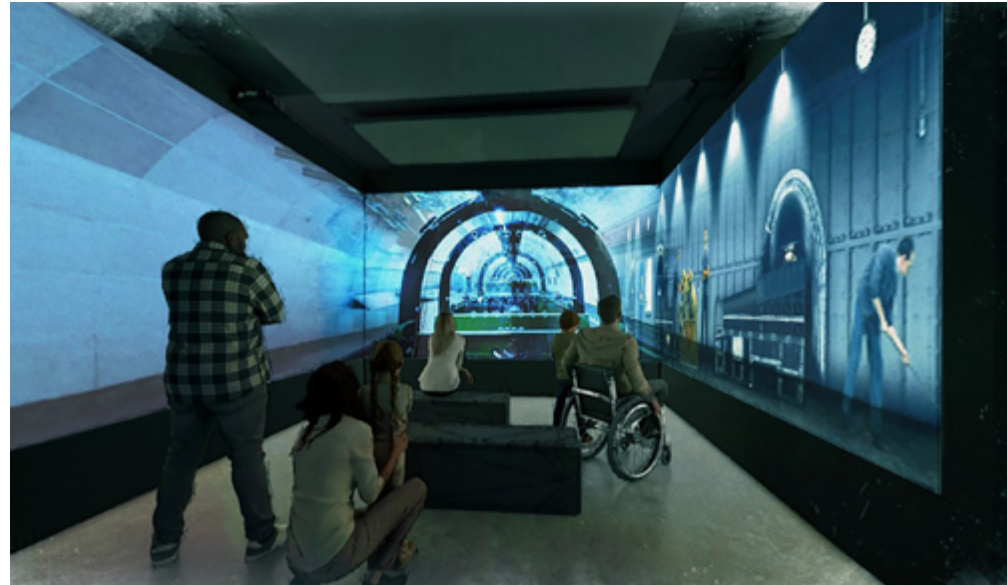
You will now walk towards the **exhibition space.** When you walk to the exhibition from the ride you can see a **map of the network on the wall.** It shows you the above ground **London landmarks** along the **underground Mail Rail route.**



Mail Rail accessible experience

If you do not want to or cannot go on the Mail Rail ride, you can visit our immersive projection space. This will provide an audiovisual experience of the train going through the tunnels.

At present we are showing test content in this space, and from January 2026 a new immersive show will be available with newly filmed content.



Mail Rail exhibition

In the exhibition you can learn about the **history of Mail Rail** and about the **people who worked on it**.

You can learn about how **Mail Rail changed over the years**. Before Mail Rail the Victorians used **pneumatic carriages to move post underground**. You can see a **pneumatic carriage** in the exhibition. You can see **other Mail Rail carriages** on display as well.

You can learn about how post was **transported by trains**. These were called **Travelling Post Offices**.

A **game** at the **end of the exhibition** is in a pretend red train carriage. In the game you can **sort post and the floor of the carriage moves**. It feels like a moving train. This is like the **Travelling Post Office**.



Mail Rail gift shop

The **gift shop** is located in the welcome space area.

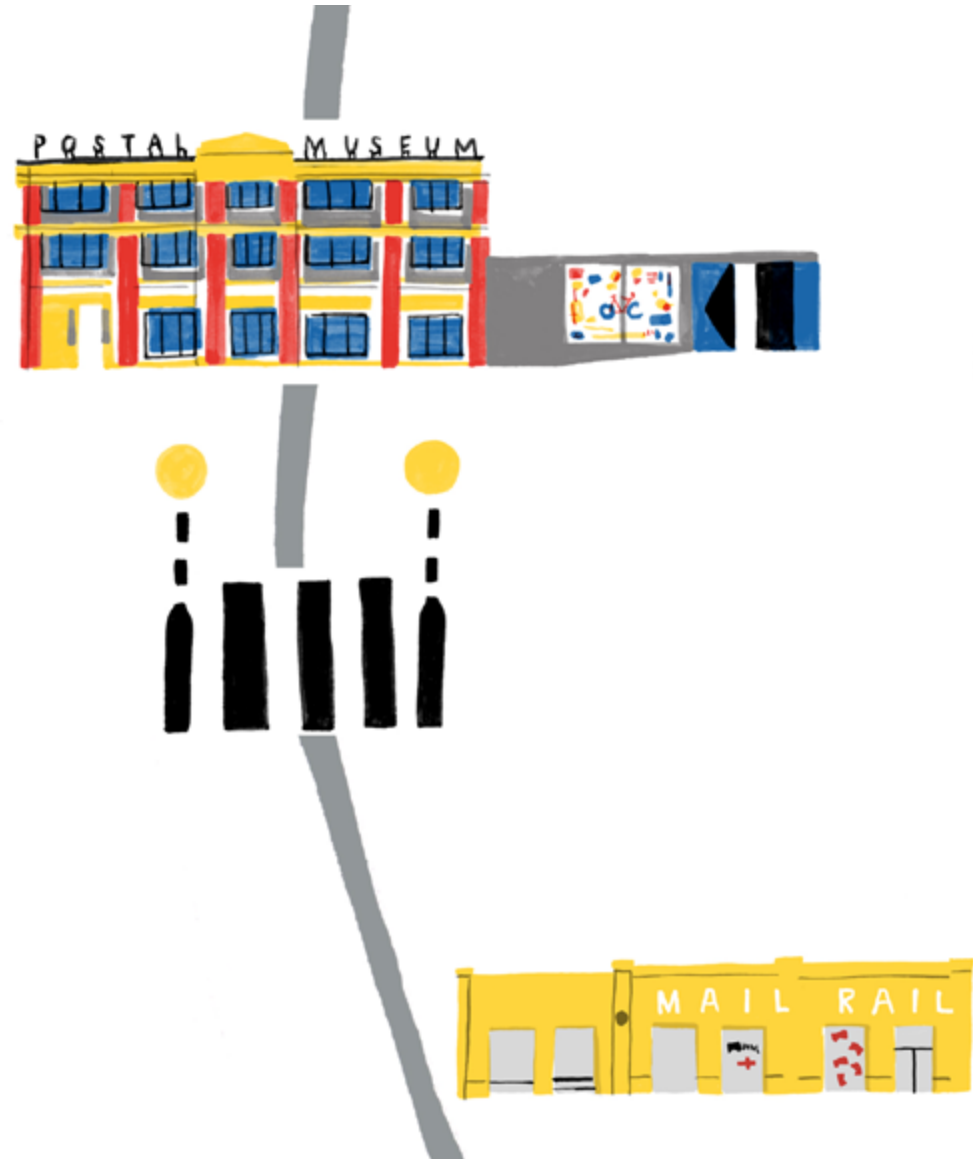
There is **another gift shop in The Postal Museum** building but it doesn't sell all of the Mail Rail related stock.



Leaving Mail Rail

When you are ready to leave the Mail Rail building and visit The Postal Museum **exit the Mail Rail building and turn right.**

The Postal Museum is a **short walk down the road.** Please use the **zebra crossing** to safely cross the road and get to The Postal Museum.





The
Postal
Museum



**Ambitious
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Supported by the City of London Corporation's charitable funder, City Bridge Trust, the D'Oyly Carte Charitable Trust and Art Fund.



Art Fund_

Thank you for visiting The Postal Museum, we hope you had a great time.