



**YOUTH GROUPS/ YOUTH
EDUCATIONAL GROUPS
WELCOME PACK**

WELCOME

Thank you for booking your group visit. We are looking forward to welcoming your group to The Postal Museum and Mail Rail.

We hope you will find all 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?

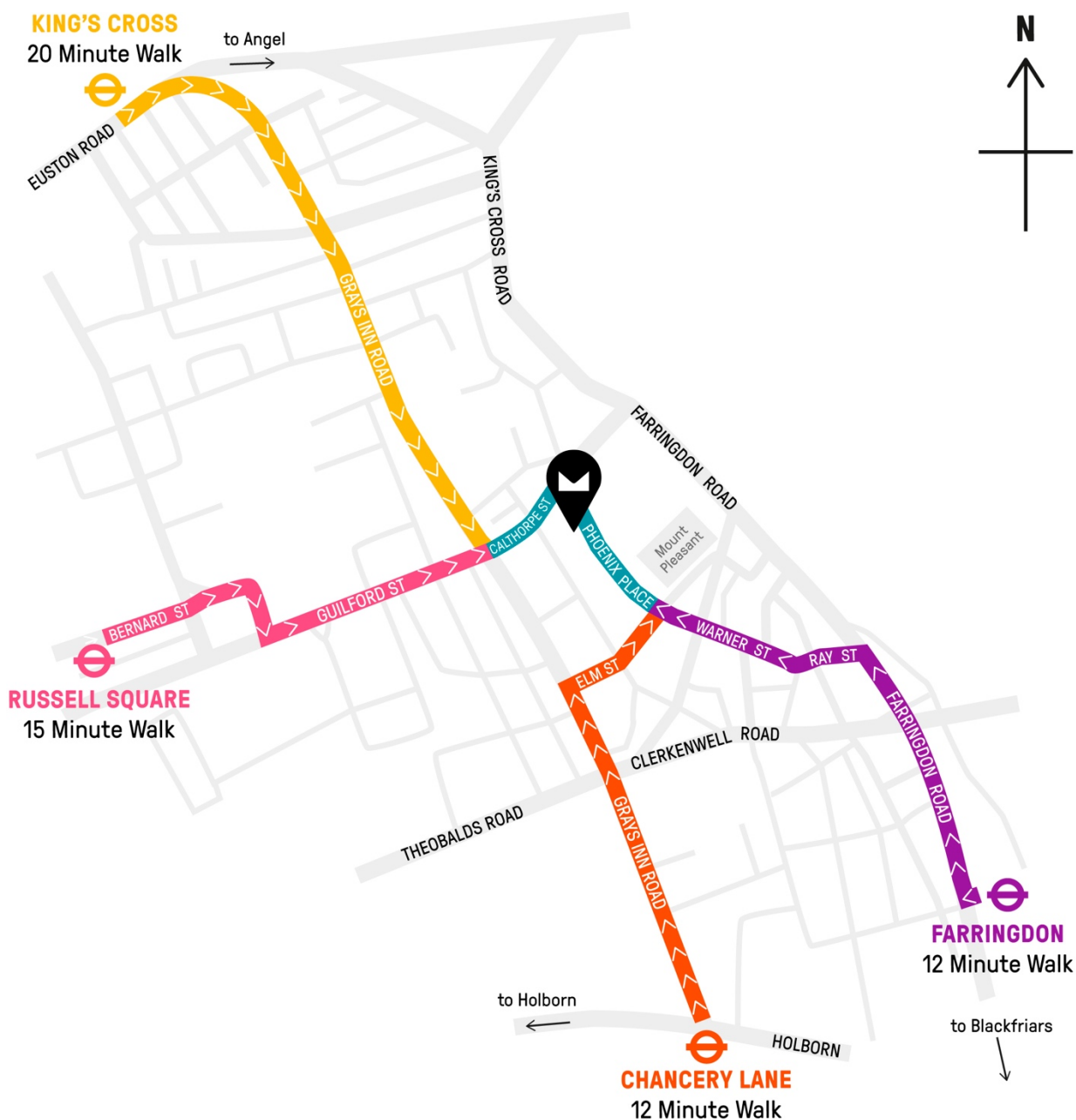
Please check our website postalmuseum.org

You can get in touch with our Box Office Team via email groups@postalmuseum.org or call **0300 0300 700** Monday to Saturday 10.00-17.00.

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GETTING TO THE POSTAL MUSEUM



If you would like a Walking Trail Map for each nearby station, then please visit postalmuseum.org/visit/plan-your-visit/getting-here to download as PDFs.

The Postal Museum

15-20 Phoenix Place
London, WC1X 0DA

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.

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 located 10-20 minutes on foot away 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.

For further directions please search Google Maps using The Postal Museum post code.

PLAN YOUR VISIT

ARRIVAL

Upon arrival, please make yourself known to a member of staff in The Postal Museum welcome space.

Your tickets will be checked so that your self-led group can move freely around The Postal Museum and Mail Rail. We advise that you bring a register and any precautionary medications.

MAIL RAIL RIDE

If your group has been allocated more than one Mail Rail Ride slot, the group leader should split the whole group into smaller groups to visit the Exhibitions and Mail Rail to ensure a comfortable visit for all visitors. Each smaller group must be accompanied by a responsible adult.

Groups are expected to be in the Mail Rail Depot area 10 minutes before their scheduled Mail Rail Ride slot.

GROUP LEADERS

It is the responsibility of the group leader to ensure that all responsible adults know the schedule for their visit. Please brief your groups of children about the Code of Conduct and rules for Mail Rail and Sorted! We cannot change the allocated time for Mail Rail rides or Sorted! Unused tickets due to lateness are non-refundable.

The Postal Museum staff are happy to answer any questions your group might have so that they can make the most of the time spent in our exhibition galleries.

GROUP NUMBERS

Please note that if you have extra group members (other than the amount you have paid for) turn up on the day, they will not be able to obtain the Youth/Youth educational group rate and will have to pay for full price tickets. These members will also have to adhere to the adult: child ratios as below:

Adult to child ratios

1 : 3	FDN (2 - 5yrs)
1 : 4	KS1 (5 - 7yrs)
1 : 6	KS2 (7 - 11yrs)
1 : 10	KS3 (11 - 14yrs)
1 : 15	KS4+ (14+)

CATERING

We're pleased to now be able to offer food and drink packages at The Counter, our on-site café, as part of your group visit. We can cater for up to 40 people for Elevenses, Lunch or Afternoon Tea depending on your visit time. Payment is required at the point of booking and final orders must be received no later than 72 hours in advance of your visit date. If you would like to add Catering to your Group Booking or make any changes to your current Catering selections - please contact the Box Office on Groups@postalmuseum.org.

Already ordered your catering? Please select what you would like from our menu using [this form here](#). Orders must be confirmed up to 72 hours before your visit.

— THE — COUNTER

Menu

Elevenses (Served 10.00 - 12.00)

Super seed muffin with seasonal fruit salad (vg)

Vine tomato and cheddar Breakfast Muffin (v)

Any homemade cake (v)

Honey roast ham and cheddar Breakfast Muffin

All served with filter coffee or choice of tea

Light Lunch (Served 12.00-14.00)

Spinach, avocado, hummus and roasted pepper salad

with mixed leaves (vg)

Westcountry cheddar and orchard apple chutney ciabatta (v)

Butternut squash and sage quiche (v)

Honey roast ham and Emmental ciabatta

Homemade soup of the day (v)

All served with seasonal side salads and either mineral water,
filter coffee or choice of tea

Afternoon Tea (Served 14.00-17.00)

Homemade sultana scone, Cornish clotted cream,









Tiptree strawberry jam (v)

Served with filter coffee or choice of tea

Vegan and Vegetarian Options Available Every Day

Free food and drink for drivers with every paying group. If you have a specific allergy or dietary requirement please let us know at the time of booking.

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 Counter Café is in The Postal Museum Welcome Space and offers fresh sandwiches, salads and cakes and hot and cold drinks to eat in or take away. The Counter Café can accommodate 40–50 people. Tables cannot be booked in advance and are available on a first come first served basis. Youth groups that have been divided into smaller groups, should keep to these smaller groups for use of the Café. Youth groups do not have access to the Lunch Room.</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>Lockers</p> <p>Lockers are available in The Postal Museum and Mail Rail welcome spaces. The maximum approximate size is 42x29.5x27.5cm. A refundable £1/€1 coin is required to operate the locker.</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 Box Office Team.</p>
	<p>WiFi</p> <p>Free WiFi is available in The Postal Museum and Mail Rail. Log on to “The Postal Museum Public” and accept the terms and conditions.</p>

CODE OF CONDUCT

To ensure an enjoyable and safe experience for all our visitors we ask that you follow our Code of Conduct.

1. Children must be supervised by and adults must provide appropriate support (including toilets and shops).
2. Museum staff are not able to take responsibility for children.
3. Groups must follow their schedule and arrive promptly for timed attractions.
4. Although it is a self-led visit, groups must follow instructions given by Museum staff and volunteers.
5. Children should be respectful of each other, museum staff and other visitors.
6. Children should move carefully around the museum. Please do not run.
7. No eating or drinking in the galleries or Mail Rail Ride.
8. Children should use exhibition interactives in small groups with adult supervision.
9. Children should not touch or climb on museum objects on open display.
10. Children should follow rules for Mail Rail Ride and Sorted! (as relevant).
11. Bad language and unruly behaviour is not acceptable.
12. Groups must leave all facilities including the exhibitions, toilets and shops in a good condition.
13. Any damage or accidents must be reported to Museum staff immediately.

Thank you for your cooperation.

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.



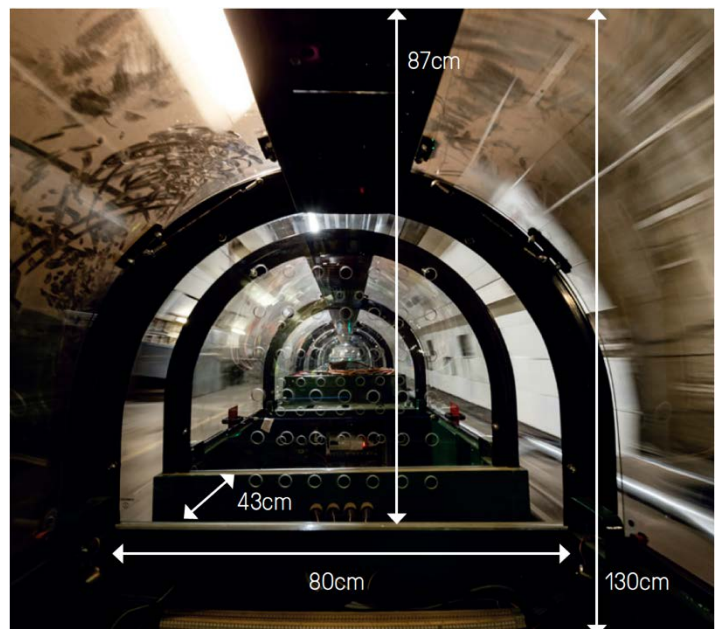
ACCESSIBILITY

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.

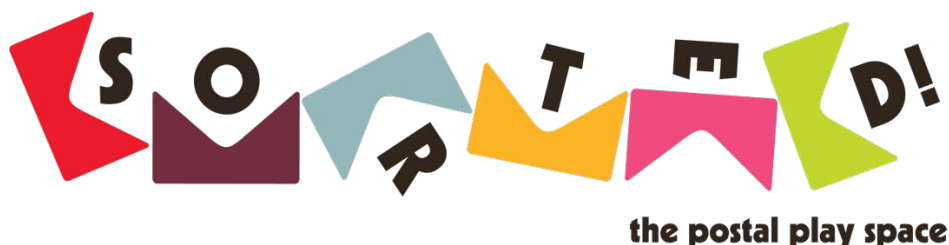


ACCESSIBLE MAIL RAIL SHOW

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

	<p>Dividing your group</p> <p>If your group is allocated more than one ride, divide your group into arranged smaller groups in advance. Each train accommodates approximately 20 people. Your booking confirmation will tell you how many seats are allocated to your group and the train times. Please note that depending on the size of your group, members of the public might be on the trains allocated to your group.</p>
	<p>Mail Rail Ride departure slot</p> <p>Please arrive at any time within your hourly slot to queue and board the train. We recommend arriving at least 20 minutes before the end of your slot to guarantee a ride within that hour.</p>
	<p>Loose articles on the train</p> <p>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. Alternatively, personal items can be left in the lockers located in the welcome space.</p>
	<p>Children</p> <p>Children under the age of 12 must be accompanied on the train by an adult. Please refer to our Adult:Child ratios.</p>
	<p>Boarding the train</p> <p>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.</p>
	<p>Canopies</p> <p>A member of staff will close the overhead canopies at the beginning of the ride and will will open them for you to alight the train safely at the end of the ride – please do not attempt to open them yourself.</p>



We recommend you divide your group into five or six small groups with an accompanying adult. Adults can direct play by circulating each group between the themed areas.

Under 3's area

Role play behind the Post Office counter and design a mini town with magnets and building blocks.

Mini Neighbourhood

Explore a mini neighbourhood, open doors to collect and deliver letters, drive a vintage post van and make a call in a red telephone box.

The Post Office

Get dressed for the job and help customers to weigh and stamp parcels. Write a telegram, and sort letters into pigeon holes ready to be posted.

Reading corner

From classics like The Jolly Postman to current storybook favourites, delve into stories about delivering the post.

The Sorting Office (large enough for two groups)

Over two floors, sort and scan letters and parcels on conveyor belts and use trolleys, pulleys and slides and chutes to move the mail.

RULES OF PLAY

- You must supervise children at all times. Divide your whole group into smaller groups.
- Encourage children to respect others, play safely and take it in turns.
- Use the seating area for children to calm down or have a drink of water.
- Shoes must be worn at all times. Help children to use dressing up as needed.
- First Aid equipment is available. Group leaders are responsible for administering minor first aid.
- All accidents must be reported to the member of staff.
- There are two toilets in Sorted! take children as needed to avoid a queue at the end of the session.

RISK ASSESSMENTS

RISK ASSESSMENTS

The highlighted risks are for a standard group visit. Special events in the museum may have individual risks and groups will be briefed about them in advance. New risks that arise on the day of your visit will be highlighted in your Welcome Briefing.

The Postal Museum, Mail Rail and Sorted! General Risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Phoenix Place	Moving vehicles	<ul style="list-style-type: none"> Groups to use zebra crossing Groups to be led by leaders when crossing the road Groups to be divided into smaller groups with a responsible adult Groups to arrange coach drop-off and collection in a safe location
Museum spaces	Group members getting lost	<ul style="list-style-type: none"> Groups divided into small groups with a responsible adult All adults have a printed copy of your visit Itinerary and Museum Map Group leaders bring a register and take regular head counts If a group member is lost. Notify a member of staff immediately
	Fire	<ul style="list-style-type: none"> Fire hydrants throughout the museum site Fire exits clearly marked Fire alarm system in place and regularly checked The Postal Museum staff to lead fire evacuation
	Contact with the general public	<ul style="list-style-type: none"> Security staff and The Postal Museum staff based at entrance to The Postal Museum, Mail Rail and Sorted! Groups divided into small groups with a responsible adult Groups reminded about appropriate behaviour
	First aid	<ul style="list-style-type: none"> All injuries recorded in the accident book Group leaders are responsible for administering first aid The Postal Museum staff to call an ambulance for serious injuries

The Postal Museum – specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
The Postal Museum Courtyard and entrance	Slips, trips and falls	<ul style="list-style-type: none"> Groups divided into small groups with a responsible adult Courtyard cleaned every day and has non-slip flooring Handrail and slope for wheelchair access
The Postal Museum Courtyard (if used for lunches)	Slips, trips and falls Hot drinks Spillages Seating	<ul style="list-style-type: none"> Groups divided into small groups with a responsible adult Courtyard regularly checked by The Postal Museum staff
The Postal Museum Welcome Space	Slips, trips and falls Retail units and café tables Pupils getting lost Busy crowded space	<ul style="list-style-type: none"> Groups divided into small groups with a responsible adult The Postal Museum staff to greet group and check Itinerary
The Postal Museum toilets (ground floor)	Visitor queues for toilets Groups getting stuck in the toilets Flood caused by leaving the tap running Slips, trips and falls	<ul style="list-style-type: none"> Groups to visit toilets in small groups with a responsible adult Leaders to check cubicles after use Toilets to be checked and cleaned regularly
The Postal Museum lifts	Groups getting stuck in the lift or ending up on the wrong floor	<ul style="list-style-type: none"> Group members with access requirements to use lift with assistance from leaders
The Postal Museum shop	Stock falling on groups Freestanding units	<ul style="list-style-type: none"> Groups to visit the shop in smaller groups. Children to be accompanied by an adult.
The Postal Museum stairs between floors	Slips, trips and falls Spillages	<ul style="list-style-type: none"> Groups use stairs in single file with adult supervision Encourage use of handrail Stairs regularly checked and cleaned
The Postal Museum exhibition entrance	Automatic closing doors	<ul style="list-style-type: none"> Groups enter exhibitions in small groups with a responsible adult The Postal Museum staff to monitor entrance
Freestanding objects and displays (including vehicles and pillar boxes on support stands)	Trips, slips and falls Bumping into objects Objects moving from support stands	<ul style="list-style-type: none"> Groups to visit the exhibitions in small groups with a responsible adult Groups told about appropriate behaviour and not to run in the galleries Groups reminded not to touch museum objects The Postal Museum staff and volunteers to monitor galleries
Partition walls between exhibition zones	Groups getting stuck between gaps between partition walls	<ul style="list-style-type: none"> Groups to visit the exhibitions in small groups with a responsible adult Children to be told not to squeeze between gaps in the walls

The Postal Museum – specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Viewing displays at high level	Displays falling from height Slips, trips and falls	<ul style="list-style-type: none"> Groups to visit the exhibitions in small groups with a responsible adult The Postal Museum staff and volunteers to monitor galleries
Interactive feely boxes, and handling objects (Zone 1)	Overcrowding Bumps and collisions Loose items	<ul style="list-style-type: none"> Groups to use interactives in small groups with a responsible adult The Postal Museum staff and volunteers to monitor galleries
Interactive phone boxes (Zone 2 and 5)	Trips when entering kiosk Telephone cable could get wrapped around a child's neck	<ul style="list-style-type: none"> Groups to use interactives in small groups with a responsible adult The Postal Museum staff and volunteers to monitor galleries
Interactive pneumatic tube (Zone 2 and Zone 5)	Fingers jammed in the tubes Loose parts (pencils and paper) Overcrowding	<ul style="list-style-type: none"> Groups to use interactives in small groups with a responsible adult The Postal Museum staff and volunteers to monitor galleries
Interactive touch screens and digital games (Zones 1, 2, 3, 5)	Bumps and collisions Overcrowding Static, electric shocks	<ul style="list-style-type: none"> Groups to use interactives in small groups with a responsible adult The Postal Museum staff and volunteers to monitor galleries Regular maintenance and safety checks
Interactive dressing up (Zone 2)	Overcrowding Slips and trips Entanglement in clothing Loose items (buttons)	<ul style="list-style-type: none"> Groups to use interactives in small groups with a responsible adult The Postal Museum staff and volunteers to monitor galleries and tidy dressing up Regular cleaning
Interactive handling table (Zone 4)	Overcrowding Bumps and collisions Loose magazines and books	<ul style="list-style-type: none"> Groups to use handling table in small groups with a responsible adult Object handling sessions led by The Postal Museum staff and volunteers The Postal Museum staff and volunteers to monitor galleries Height of table is adjustable for younger children and wheelchair users
AV film interactive (Zone 4)	Overcrowding on seating Electric shocks from faulty equipment or exposed cables	<ul style="list-style-type: none"> Groups to watch films in small groups with a responsible adult Regular maintenance and security checks
Make a stamp interactive (Zone 5)	Overcrowding Seating AV screen Use of Internet	<ul style="list-style-type: none"> Groups to use interactive in small groups with a responsible adult Children told about appropriate use of interactive Regular maintenance and security checks

The Postal Museum – specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Write a postcard interactive (Zone 5)	Overcrowding Moveable seating Loose items	<ul style="list-style-type: none">• Groups to use interactive in small groups with a responsible adult• The Postal Museum staff and volunteers to monitor galleries
Folding stools hanging on walls (Zone 5)	Stools falling on floor Finger traps	<ul style="list-style-type: none">• Groups to visit galleries in small groups with a responsible adult• Stool fixings are safety checked every month

Mail Rail – specific risks

Mail Rail exhibition and ride are housed in the original car depot at Mount Pleasant. All due care has been taken to make the former working environment safe for visitors while maintaining the authenticity of the original industrial heritage.

Mail Rail exhibition

ACTIVITY/AREA	HAZARD	CONTROL MEASURES
Mail Rail Welcome Space (ground floor)	Slips, trips and falls Retail units Groups getting lost Busy crowded space	<ul style="list-style-type: none"> Groups divided into small groups with a responsible adult
Mail Rail shop	Stock falling on groups Freestanding retail units	<ul style="list-style-type: none"> Groups visit the shop in small groups with adult supervision
Mail Rail lift to depot (ride and exhibitions)	Groups getting stuck in the lift	<ul style="list-style-type: none"> Group members with access requirements to use lift with support from group leaders
Mail Rail stairs between floors	Slips, trips and falls Spillages	<ul style="list-style-type: none"> Groups to use stairs in single file under adult supervision Encourage use of hand rail
Freestanding objects and displays	Trips, slips and falls Bumping into objects Objects moving from support stands	<ul style="list-style-type: none"> Large objects have a clear space of 1.4m around them Groups to visit exhibitions in small groups with adult supervision Groups reminded about behaviour and told not to run in the galleries The Postal Museum staff and volunteers to monitor galleries
Industrial heritage features (walls, floors and ceiling)	Trips, slips and falls Rough edges Cuts and bruises	<ul style="list-style-type: none"> Groups to visit Mail Rail in small groups with a responsible adult Groups aware of industrial heritage and leaders remain vigilant of hazards
Interactive (Timeline/city scape)	Bumps and collisions Overcrowding	<ul style="list-style-type: none"> Groups to view in small groups with a responsible adult The Postal Museum staff and volunteers to monitor galleries
Interactive (Locker stories)	Bumps and collisions Rough edges Dressing up/loose parts Hygiene	<ul style="list-style-type: none"> Groups to visit interactive in small groups with a responsible adult Dressing up checked and cleaned regularly The Postal Museum staff and volunteers to monitor galleries
Interactive (Climb on battery loco)	Overcrowding Trips, slips and falls Finger traps	<ul style="list-style-type: none"> Children to climb on loco with adult supervision The Postal Museum staff and volunteers monitor galleries
Interactive (pneumatics)	Overcrowding Trips, slips and falls Finger traps Bumps	<ul style="list-style-type: none"> Groups to use interactive in small groups with a responsible adult Groups reminded to play respectfully (despite competitive element) The Postal Museum staff and volunteers to monitor galleries Regular maintenance and safety checks

Mail Rail exhibition

ACTIVITY/AREA	HAZARD	CONTROL MEASURES
Interactive (Freestanding people panels)	Bumps and collisions Cable from earphone could get wrapped around someone's neck	<ul style="list-style-type: none"> • Groups take it in turns to listen to peoples' stories with adult supervision • Earphones replaced after use • The Postal Museum staff and volunteers to monitor galleries
Interactive (Travelling Post Office TPO carriage)	Slips, trips and falls on moving floor Overcrowding Loose parts Dressing up hygiene	<ul style="list-style-type: none"> • Groups to visit TPO carriage in small groups with a responsible adult • The Postal Museum staff and volunteers to monitor galleries • Regular maintenance and safety checks • Dressing up washed regularly
Interactive (switch frame operator)	Static or electric shock from AV screen Collisions on transparent box Loose parts Levers	<ul style="list-style-type: none"> • Groups to use interactive in small groups with a responsible adult • Regular maintenance and safety checks • The Postal Museum staff and volunteers to monitor galleries
Interactive (electric trains)	Bumps and collisions Peering into transparent box Loose parts Levers	<ul style="list-style-type: none"> • Groups to use interactive in small groups with a responsible adult • Adults to remain vigilant for children peering through the transparent box • The Postal Museum staff and volunteers to monitor galleries • Regular maintenance and safety checks
Interactive (lantern slide viewer)	Finger traps Bumps and collisions Overcrowding	<ul style="list-style-type: none"> • Groups to use interactive in small groups with a responsible adult • The Postal Museum staff and volunteers to monitor galleries • Regular maintenance and safety checks
Interactive (time telescope digital view finder)	Bumps to head Static or electric shock from AV screen	<ul style="list-style-type: none"> • Groups to use interactive individually with a responsible adult • Adjustable height for wheel chairs • Regular maintenance and safety checks • The Postal Museum staff and volunteers to monitor galleries

Mail Rail ride

Mail Rail is an immersive experience with sights, sounds and lights that some group members may find overwhelming. Groups must consider this at the point of booking.

More detailed information about the access restrictions for the Mail Rail ride is available on our website postalmuseum.org

ACTIVITY/AREA	HAZARD	CONTROL MEASURES
Mail Rail depot (below ground)	Stairs General public Queues	<ul style="list-style-type: none"> Groups to use stairs in single file with adult supervision Encourage use of hand rail Groups to arrive at allocated time-slot to avoid queuing Groups larger than 20 will be allocated more than one train time. Groups to be split in advance.
Embarkation platform – queuing for the train	Slips and trips Overcrowding	<ul style="list-style-type: none"> Groups to arrive at Mail Rail ride at allocated time-slot with adequate adult supervision The Postal Museum staff on hand to guide and support groups
Lockers (coats and bag storage)	Finger traps	<ul style="list-style-type: none"> Groups to use lockers with adult supervision
Boarding the train	Slips and trips in the carriage	<ul style="list-style-type: none"> The Postal Museum staff to guide groups into the train Clear instructions to remain seated in the train
Closing the train canopy overhead	Bumps to head Finger traps Cuts and abrasions	<ul style="list-style-type: none"> The Postal Museum staff to close the canopy Groups instructed to keep arms clear of the closing canopy Groups must be supervised by adults
Train in motion	Slipping in carriage Impact on canopy	<ul style="list-style-type: none"> Children must be supervised by adults and remain seated throughout the ride
Train in tunnel	Fear of dark places	<ul style="list-style-type: none"> Group leaders to decide before the visit if group members are too frightened to ride the train. They can use the Accessible Mail Rail show with adult supervision The Postal Museum staff to provide briefing before boarding the train
Emergency assistance buttons	Pressing button and causing emergency alarm to sound	<ul style="list-style-type: none"> Children must be supervised by adults and reminded not to press the button
Leaning on the doors	Train may make an emergency stop	<ul style="list-style-type: none"> Children must be supervised by adults and reminded not to lean on the doors
Low oxygen levels in tunnel	Breathing problems	<ul style="list-style-type: none"> Daily checks carried out by engineers
Dust in tunnel	Breathing problems Dust in eyes	<ul style="list-style-type: none"> Daily checks carried out by engineers
Disembarking from train	Slips, trips and falls Impact and collision	<ul style="list-style-type: none"> Children to be supervised by adults The Postal Museum staff to open the canopy
Evacuation of train ride	Fire or incident	<ul style="list-style-type: none"> The Postal Museum staff will lead group from the train to a safe muster point

Sorted! Specific risks

Find out how to prepare your group to visit Sorted! on page 11.

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
Entrance to Sorted! (street level)	Slips, trips and falls Finger traps	<ul style="list-style-type: none"> Children divided into small groups with a responsible adult Hinge guards on front door
Coffee cart	Bumps and collisions Scalds and burns	<ul style="list-style-type: none"> Hot drinks and snacks to be consumed in the seating area
Toilets	Groups getting stuck in the toilets Flood caused by leaving the tap running Slips, trips and falls	<ul style="list-style-type: none"> Children visit toilets in small groups with a responsible adult Adults to check cubicles after use Toilets to be checked and cleaned regularly
Children with disabilities	Injury to children with special educational needs or physical disabilities	<ul style="list-style-type: none"> Children may need to be supervised by a carer on a one-to-one basis Some areas (e.g. the Sorting Office upper level) may not be accessible by children with disabilities
Fire evacuation	Fire	<ul style="list-style-type: none"> Fire evacuation to be covered in Welcome briefing Fire exits clearly labelled Visitor Hosts to lead evacuation
First Aid	Minor and serious injuries	<ul style="list-style-type: none"> Group leaders to report injuries to The Postal Museum staff First aid kit checked every week Group leaders to administer minor first aid Serious injuries to be dealt with immediately
GENERAL RISKS		
Children moving around Sorted!	Falls, slips and trips Collisions Bruises	<ul style="list-style-type: none"> Children move around Sorted! in groups with a responsible adult Group leaders to read Rules of Play and brief children Children reminded to play safely and respectfully Daily inspections by The Postal Museum staff Annual inspections of all safety equipment (e.g. RoSPA)
Loose items e.g. magnets, building blocks, wooden shapes, letters, parcels, hats, tabards and books	Physical injury, cuts and bruises Personal hygiene	<ul style="list-style-type: none"> Loose items checked daily and damaged items removed Adults to monitor use of loose items to prevent children throwing them Hats, tabards and vests to be washed regularly
Heat	Overheating due to overcrowding	<ul style="list-style-type: none"> Adults to stay vigilant and encourage children to slow down and have a drink of water
Electrical supply	Electric shock, burns, fire	<ul style="list-style-type: none"> Electric sockets safely located. All sockets have child-safety covers Regular PAT testing
Floors	Slips, trips, falls Spillages	<ul style="list-style-type: none"> Plastic edging on ventilation grills in floor Children supervised by adults and told not to run Water to be drunk in seating area

Sorted! Specific risks

AREA/ACTIVITY	HAZARD	CONTROL MEASURES
RISKS IN SPECIFIC AREAS		
Seating area	Bench seating Spillages	<ul style="list-style-type: none"> • Children to be supervised by adults • Drinks and snacks to be consumed with adult supervision
MINI NEIGHBOURHOOD		
Climbing on Royal Mail van	Falls, impact injuries Overcrowding	<ul style="list-style-type: none"> • Adult supervision to monitor use of van and stop children climbing on top
Doors on houses	Finger traps	<ul style="list-style-type: none"> • Adult supervision to stop children slamming doors
SORTING OFFICE		
Slide	Friction burns, falls, collision, abrasions	<ul style="list-style-type: none"> • Soft mat at bottom of slide and netting • Vinyl surface to be inspected daily • Children to use slide one at a time with adult supervision
Parcel chutes and conveyer belt	Entrapment, sharp edges, falls	<ul style="list-style-type: none"> • Children use conveyer belt in groups with adult supervision • Rubber trim on metal blades to be inspected daily for signs of damage
Pulley	Climbing up rope Throwing letters and parcels	<ul style="list-style-type: none"> • Children to use pulley in small groups with adult supervision • Children told not to hang from rope or throw letters
THE POST OFFICE		
Post Office counter	Overcrowding Weights and measures Tabards and caps	<ul style="list-style-type: none"> • Children use area in small groups with adult supervision • Children encouraged to share and take turns
Sorting frame	Overcrowding Loose letters	<ul style="list-style-type: none"> • Children use area in small groups with adult supervision • Children encouraged to share and take turns
BOOK CORNER		
Books	Paper cuts	<ul style="list-style-type: none"> • Children use area in small groups with adult supervision
Cushions	Slips and trips	<ul style="list-style-type: none"> • Children use area in small groups with adult supervision
UNDER 3'S AREA		
Mini Post Office	Overcrowding Loose letters and parcels	<ul style="list-style-type: none"> • Children use area in small groups with adult supervision
Magnet wall and toy town	Loose items Risk of choking	<ul style="list-style-type: none"> • Children use area in small groups with adult supervision