

Safety Changes to The Postal Museum

Visual Story

The world changed a bit in 2020, The Postal Museum has had to change along with it.

These changes are to help keep people safe. You can still ask staff for help if things don't make sense or you need support.

In this picture guide you can find out these safety changes made to The Postal Museum, that we will be keeping in place for now.

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General Safety Information

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The world changed a bit in 2020, The Postal Museum has had to change along with it.

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In this picture guide you can find out some general safety information that apply to all parts of your visit to The Postal Museum.

Face coverings

During your visit to The Postal Museum, if you are over the age of 11, you will be asked to wear a **face covering**, unless you are exempt.

Most people you see on your visit will **also be wearing a face covering**, including other visitors, staff and volunteers.



Distancing

To keep everyone safe during your visit, you should try to stay **1-2 metres away** from people who are **not in your group**.

To help make this guideline easier to follow we have some **safety measures** in place, including:

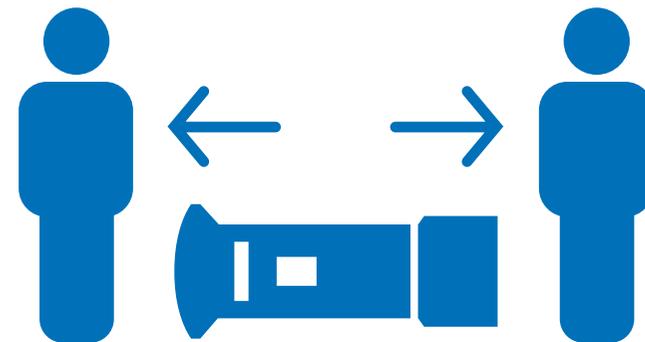
Reduced visitor numbers.

Queuing in some areas.

Floor markers will show you where you and your group can stand to queue.



Top tip! 1-2 metres is about the same length as a post box. It's a good way to help you visualise the **safe distance** between you and other visitors who are not in your group.

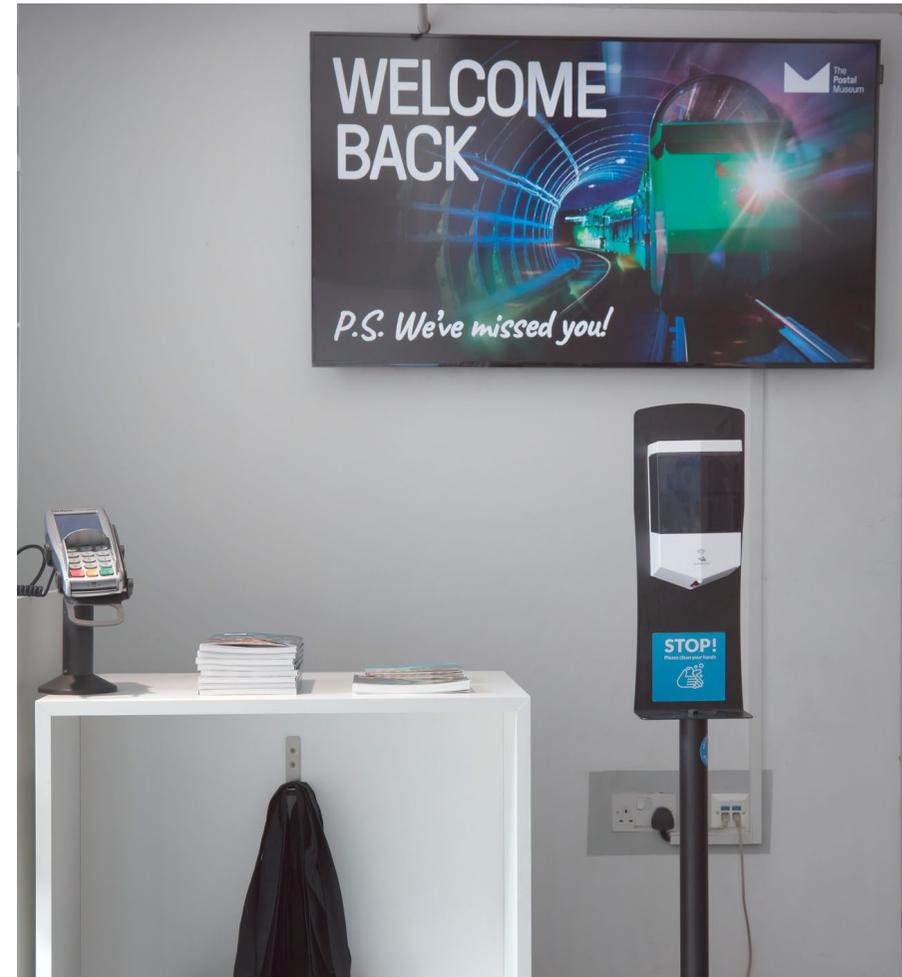


Cleaning and hand washing

The museum will be cleaned to the usual high standard, though areas that are **touched more often** will be sanitised even more frequently. For example, **toilets, door handles and interactive exhibits**.

Cleaners in the museum will be wearing **face coverings and gloves**.

There are **hand sanitiser stations** throughout The Postal Museum that work by moving your hand under a **motion sensor**. They are located all around the museum but you will find them at the **entrances and exits** of different spaces and near things that might get **touched more often**, including the interactive exhibits.



Interactive exhibits

Most interactive exhibits are **still available to use** but to help make them safer for you and other visitors, we have made some changes, including:

- **Motion sensors** instead of touch buttons.
- Nearby **hand sanitiser stations**.
- **Stylus pens** for written or touch screen interactive exhibits.

Interactive exhibits that include **listening or audio** are now played aloud or can be listened to on your phone or mobile device. There are signs by audio interactives to help you listen on your mobile. These show you the **QR code to access the audio** and information about The Postal Museum's **free and public Wi-Fi**.



NHS Test and Trace

As of 19 July 2021 it is **no longer a legal obligation** for the museum to take part in the **NHS Test and Trace programme**.

If you choose to take part in the NHS Test and Trace programme you will have the option to **scan a QR code using the NHS Test and Trace App** at the entrance to the museum.

You can read our Privacy Policy for more details about **how we collect contact details and information** if you take part in NHS Test and Trace.



Test and Trace



Good to go

Visit England have certified that we are **Good to Go!**

VisitEngland 



Planning your Visit

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In this picture guide you can find out information to help you plan your visit to The Postal Museum.

Tickets

Before you visit The Postal Museum, you should **book your tickets in advance**. This will **guarantee entry** and it is **cheaper to book online**.

You can buy a ticket on arrival, but we **cannot guarantee entry if the museum is fully booked**.

Your ticket provides you with **unlimited access to The Postal Museum exhibitions** for one year, and **one ride on Mail Rail** on the date shown on your ticket.

On the day of your visit you will **start at Mail Rail**. When you enter, a member of staff will ask to see your ticket and they will **scan** it for you. **Keep your ticket safe** as it will be scanned again when you enter The Postal Museum.



Travel

You can still get to The Postal Museum using the **mode of transport you might have used previously.**

This means you can **walk, cycle or get a bus, tube or train** to enjoy a visit to The Postal Museum.



You may want to **allow more time for your journey** or travel at a time when there might be **less people on public transport.**

There is **no parking available** at The Postal Museum, our suggestion is using public transport or a taxi.

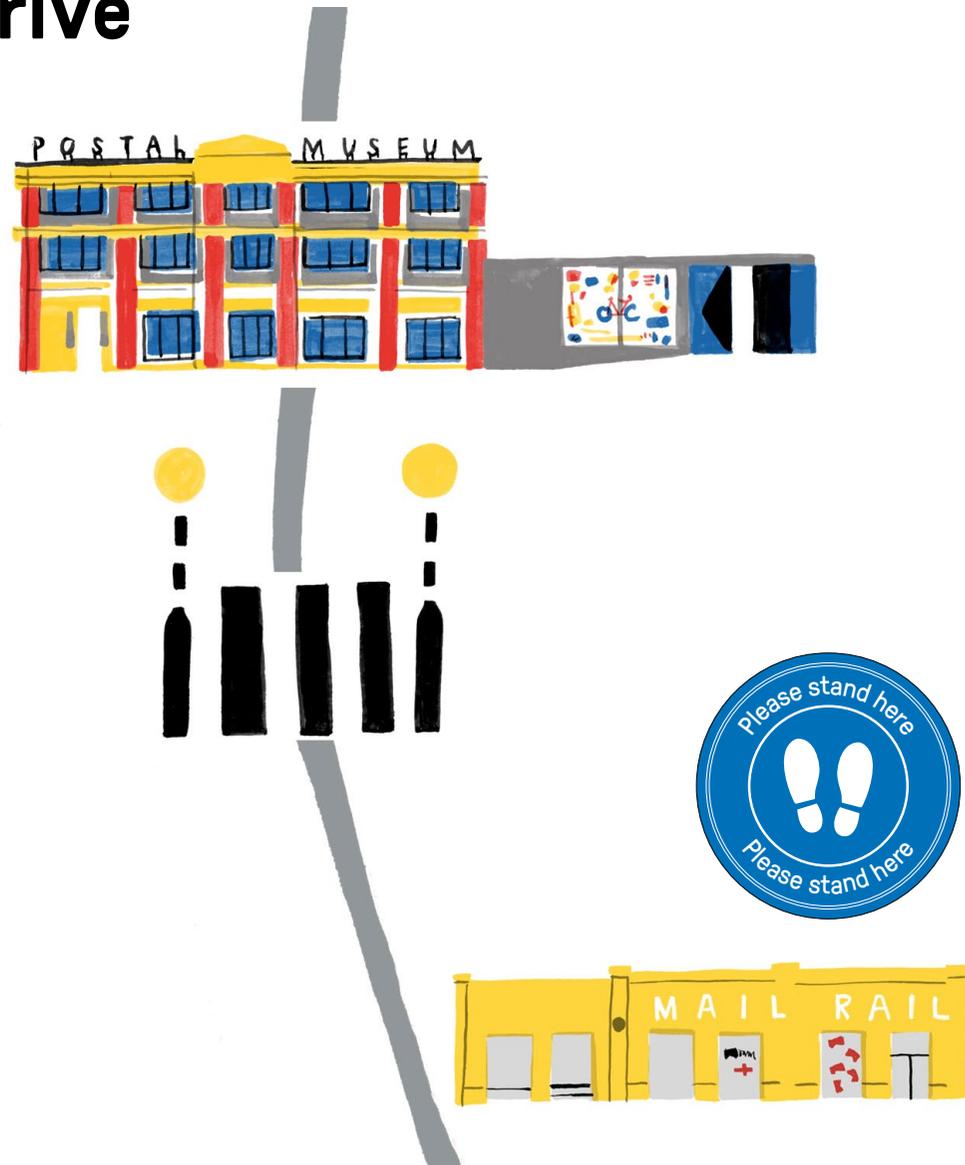


Where to go when you arrive

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. It is a **short walk** between the buildings and you will **cross a road using a temporary pedestrian crossing**.

When you arrive you should go to the Mail Rail building 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 Mail Rail building **you might need to queue**, there will be stickers on the ground to show you where to safely stand.

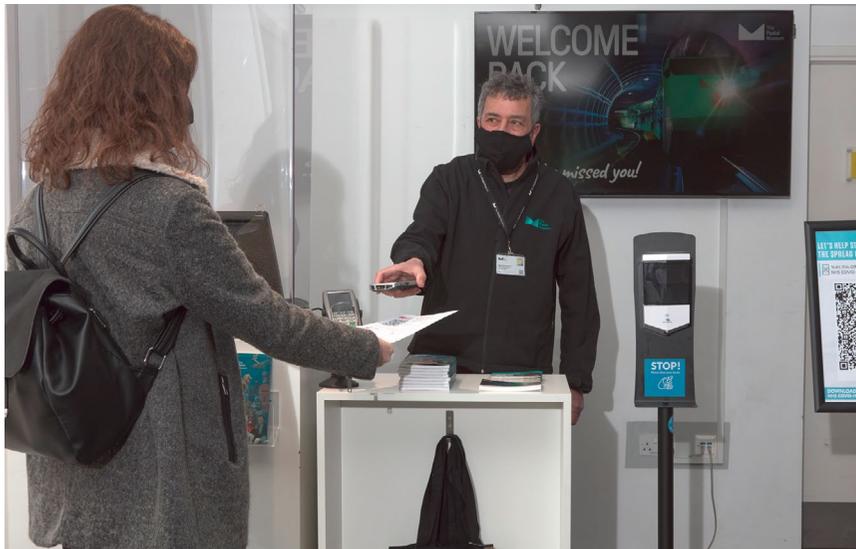


Where to go when you are in Mail Rail

When you enter the Mail Rail building **your ticket will be scanned at the ticket and information desk.**

You can check-in using the **NHS Test and Trace QR code** and then go downstairs to the **lower ground floor of Mail Rail.**

To get to the lower ground floor you can use the **stairs** or the **platform lift.**



Queuing

To make visiting The Postal Museum a safe experience we have **reduced the number of people who can visit** each day and **who can ride the Mail Rail per journey**. This might mean **shorter queues** to see certain parts of the museum and **longer queues** for other parts like the Mail Rail ride.

If waiting or queuing for a long period of time could cause distress, please speak to a member of staff about this. We will do our best to accommodate your needs, but we need to balance this with **Covid-19 safety measures**.



Facilities at The Postal Museum

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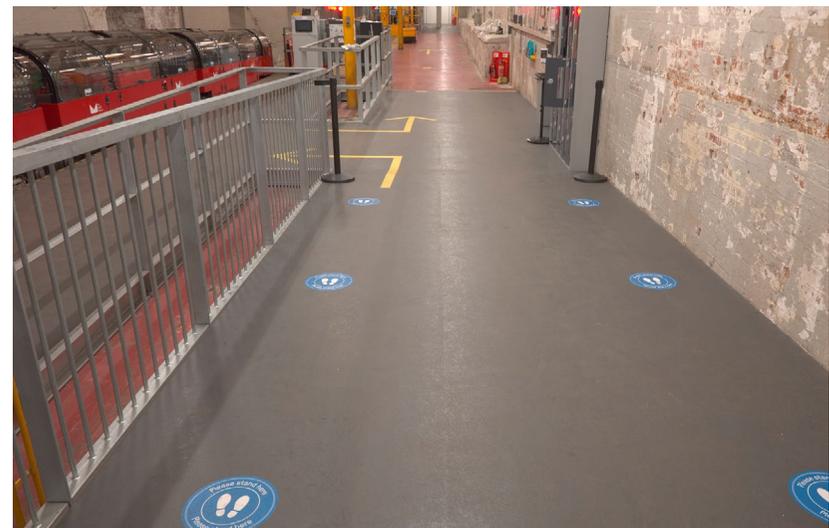
In this picture guide you can find out information about the facilities you can access at The Postal Museum.

Mail Rail

You can still enjoy a **fun visit to Mail Rail** but to help keep you safe **we have made some changes to the ride**, including:

- **Reduced number of passengers** on each Mail Rail ride.
- **Queuing** in your household or group, floor markers will show you where to stand.
- **Hand sanitiser** available to use before and after boarding the Mail Rail ride.
- Each **household or group** boarded onto the Mail Rail ride one by one.
- Transparent **safety screens** on the Mail Rail ride, separating each carriage.

Mail Rail staff will talk you through these changes during your visit, but you can **ask questions and ask for support** if things don't make sense.



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.

To **help keep you safe** we have made some **changes to the space** including:

- **Face coverings** to be worn by staff and visitors over the age of 11, unless exempt.
- **Reduced capacity** in the space.
- **Hand sanitiser** available to use.
- **Extra cleaning** in place.

Sorted! is located on the **ground floor of Mail Rail**. Sessions are **45 minutes** and you will need to purchase a **separate ticket to visit Sorted!** This can be combined with a visit to the museum, or you can book entry just for Sorted! **Adults must accompany children but do not need a ticket.**



The Postal Museum

You can still enjoy a **fun visit to The Postal Museum** but to help keep you safe **we have made some changes**, including:

- **Reduced visitor numbers.**
- **Queuing** in your household or group, floor markers will show you where to stand.
- **Hand sanitiser** available to use throughout the building.



The Postal Museum staff will talk you through these changes during your visit, but you can **ask questions and ask for support** if things don't make sense.



Discovery Room

Access to the Discovery Room is by **appointment only, on Wednesdays and Fridays**. This means to visit you need to **book and order** any documents you wish to view in advance.



To help keep you and other people **safe in the Discovery Room** we have some **safety measures** in place, including:

- **Social distancing.**
- **Face coverings** to be worn by staff and visitors, unless exempt.
- **Hand sanitiser stations.**
- A transparent **safety screen** at the information desk for staff to sit behind.



Gift shops and café

There are **two gift shops at The Postal Museum**. One is in the Mail Rail building and one is in The Postal Museum building.

We are only accepting **contactless or card payments**, we cannot accept **cash payments** at this time.

There is a **cafe in The Postal Museum building** where you can buy a range of food and drink. To keep visitors safely distanced we have **reduced the number of indoor tables and chairs**.

There is an **outdoor courtyard** with additional seating. **You are also welcome to eat cafe products here, as well as your own food and drink** you bring with you.



Toilet facilities

Toilet facilities are available to access in Mail Rail and The Postal Museum, including:

- **Gender neutral toilets** available in both sites.
- **Accessible toilets** available in both sites.
- **Baby changing units** available in both sites.
- A **Changing Places facility** available on the lower ground floor of Mail Rail. If you need a **RADAR key** please speak to a member of staff and they will support you.

These facilities are cleaned even more frequently than usual to help keep everyone safe.



Mail Rail

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

Different but safe

As you enter Mail Rail **you may notice some differences if you have visited before.**

There are **floor markers** you can follow to the ticket and information desk where you will have your ticket scanned. **You might need to queue,** though there will be stickers on the ground to show you where to safely stand.

From the ticket and information desk you can **collect your stylus pen** for use throughout your visit for interactive exhibits. You can also collect any resources or activities you would like to borrow during your visit, such as a **sensory bag** and **ear defenders** - just ask a member of staff if you'd like to access these resources.

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



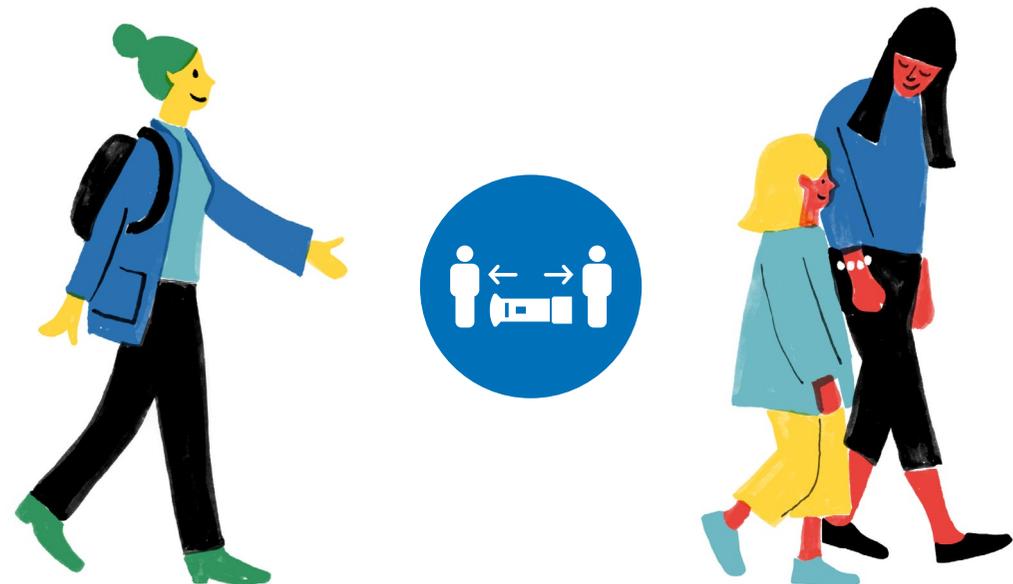
Hand sanitiser and distancing

To keep everyone safe during your visit, you should try to stay **1-2 metres away** from people who are **not in your group**.

To help make this guideline easier to follow we have some **safety measures** in place, including:

- **Reduced number of passengers** on each Mail Rail ride.
- **Queuing with your group**, staff and floor markers will show you where to stand.
- Each **individual or group visiting together** boarded onto the ride **one by one**.
- **Transparent safety screens** on the Mail Rail ride, separating each carriage.

Motion sensitive **hand sanitiser stations** are located throughout Mail Rail.



Boarding Mail Rail

When it is time to board the Mail Rail ride **a member of staff will explain the process.**

A staff member will tell you which **locker to store your belongings** in whilst you ride Mail Rail, you can collect these after the ride has finished. **Try not to touch the other lockers** as these will be used by other visitors.

Staff will direct you and the group you are visiting with to board the Mail Rail ride **when it is your turn.**



Individuals or groups visiting together will be **distanced from others** through **social distancing and transparent safety screens** on the ride.



Riding the Mail Rail

The Mail Rail ride lasts approximately 15 minutes and goes in a loop through the tunnels. At the end of the ride you will arrive on the same platform. **Please remain seated** until a staff member tells you to disembark.

Mail Rail staff will help each household or group to **disembark** from the train **one at a time**. Staff will open the overhead canopy and the door for you. As you leave the train and **collect any belongings** you may have stored in your locker **please remain 1-2 metres away from other groups**.

The **whole ride experience**, including boarding the train, the ride through the tunnels and disembarking the train **lasts approximately 20 minutes**.

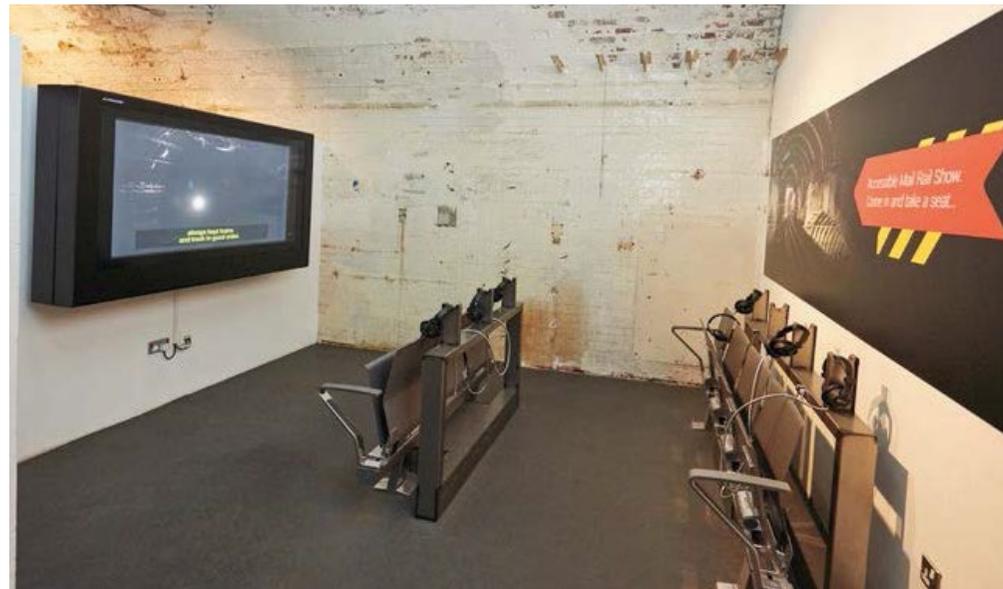


Mail Rail accessible film

There is an **accessible Mail Rail film** available to watch if you are **unable to ride the train**. This demonstrates the **journey through the tunnels** and the accompanying audio-visual presentation. There is a **subtitled version** and an **audio described version**.

If you wish to access the Mail Rail accessible film rather than riding on Mail Rail, **please let a staff member know** and they can support you to view the film. It is located after the ride and before the exhibition.

Headsets have been removed and replaced with a **speaker**. Markers on the seating will ensure **safe distancing**.



Mail Rail exhibition space

We have **adapted interactives** wherever possible to make them **safe for your visit** and to ensure the museum is a **fun experience**.

Most are still available to enjoy, like the **pneumatic cars, dressing up costumes and the GPO Travelling Post Office carriage**, just a little different to how you may have experienced them before.

For interactives that use touch or writing you can use your **stylus pen**. For interactives that include sound these now **play aloud from speakers** or are available on your **mobile device**.

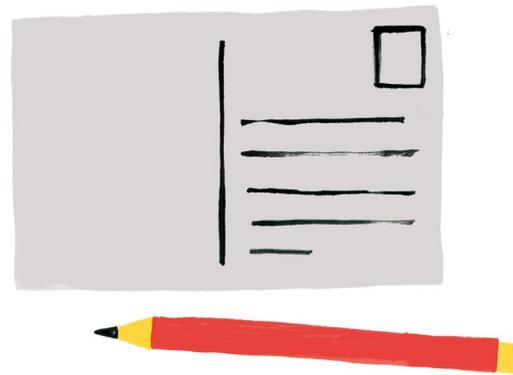


Mail Rail gift shop

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

We are only accepting **contactless or card payments**, we cannot accept cash at this time.

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

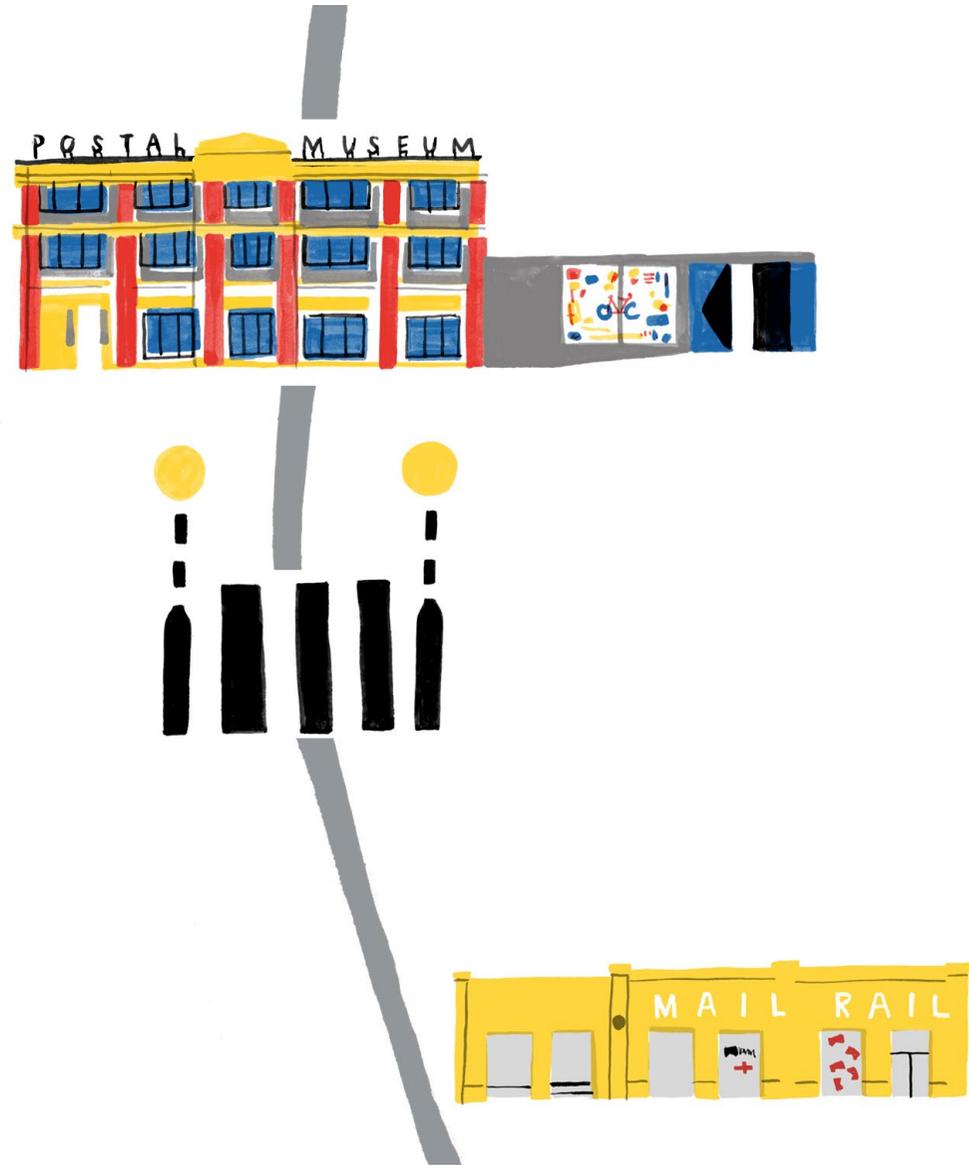


Leaving Mail Rail

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 **temporary pedestrian crossing** to safely cross the road and get to The Postal Museum.

If you have chosen to remove your face covering while walking between the two buildings, **please put your face covering back on** before entering The Postal Museum building.



The Postal Museum

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Entering The Postal Museum

When you enter you might need to **queue** but there will be **stickers on the ground** to show you where to safely stand.

A member of staff will **scan your ticket again** at the ticket and information desk.

From the ticket and information desk you can collect any **resources or activities** you would like to borrow during your visit, such as **exhibition trails and a sensory bag** - just ask a member of staff if you'd like to access these resources.

You can keep your hands sanitised throughout your visit by using the motion sensitive **sanitiser stations** around the site.

The **gift shop** and **cafe** are located in the **welcome space** area.



The Postal Museum exhibition space

We have **adapted interactives** wherever possible to make them **safe for your visit** and to ensure the museum is a **fun experience**.

Most are still available to enjoy, like the **lioness, pneumatic tubes, dressing up costumes and design your own stamp**, just a little different to how you may have experienced them before.

For interactives that use touch or writing you can use your **stylus pen**. For interactives that include sound these now **play aloud from speakers** or are available on your **mobile device**.

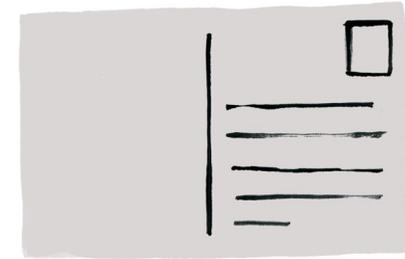


Gift shop and café

The **gift shop and café** are located in the welcome space area. Here you can also access the gender-neutral toilets, accessible toilets and baby changing facilities, as well as the stairs and lift to the **Discovery Room** on level 1.

In the gift shop we are only accepting **contactless or card payments**, we cannot accept **cash payments** at this time.

You can buy a range of food and drink in the **café**.



Leaving the museum

When you are ready to **leave The Postal Museum** exit through the **sliding doors, out into the courtyard and up the ramp** onto the street.

If you borrowed any resources, like a sensory bag or ear defenders **don't forget to return them to a member of staff before you leave.**



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



The
Postal
Museum



**Ambitious
about Autism**

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



Art Fund_