

# Planning your Visit

## Visual Story

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

# The Postal Museum

**The Postal Museum** is a museum about **postal history**. It is in **central London**.

It is a place where **people of all ages can go**. There are **activities for children, families and adults**. On your visit you can:

- Ride a **miniature underground train** called Mail Rail.
- Visit the **permanent exhibition about Mail Rail**.
- Visit **Sorted!** The Postal Play Space.
- Visit the **permanent exhibition about postal history**.
- Visit the **temporary exhibition** that changes every 6 months to a year.
- Visit the **Archive**.
- Use the **café** in The Postal Museum.
- Visit the **gift shop** in Mail Rail and The Postal Museum.
- Use the **Changing Places Toilet, unisex toilets** and **baby changing** facilities.

You can **find out more** about these activities and facilities in this **visual story**.



# 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.



# Travelling to The Postal Museum

You can get to the museum by **train, tube, bus, cycling or walking**:

- There are **walking trails** from each of the **nearest train and tube stations**.
- The nearest **London Underground** stations are **Farringdon, Russell Square, King's Cross and Chancery Lane**.
- The **17, 19, 38, 45, 46, 55, 63 and 341 bus routes** all stop near the 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, walking or using a taxi**.



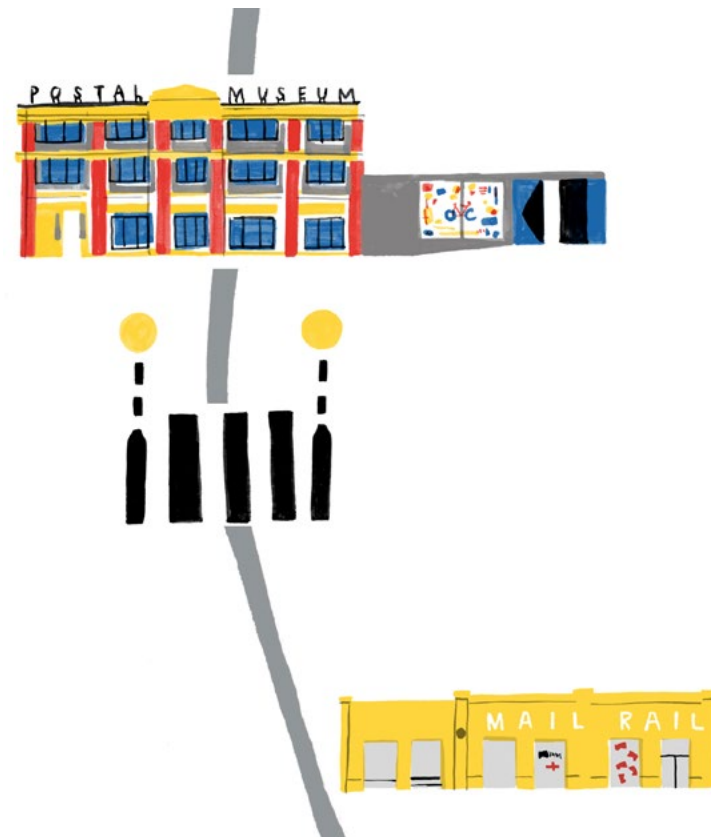
# When you arrive

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 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** and **wait your turn** to enter. If waiting or queuing could **cause distress** during your visit, please **speak to a member of staff**. We will **do our best** to accommodate your needs.

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



# Staff at The Postal Museum

If you need **some help** during your visit, or you would like to **ask a question**, just speak to our **friendly team of Visitor Hosts wearing purple t-shirts**.

You can **write a message down** and show them if you would prefer.

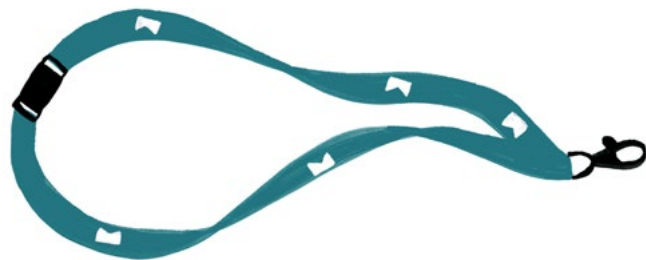
You might also meet our **friendly volunteers wearing blue t-shirts** and our **security guards wearing black suits**. They will also be **very happy to help you**.



# Resources you can borrow

When you come to The Postal Museum you can **borrow some resources** that might help you on your visit.

- **Ear defenders.**
- **Communication Cards.** These are visual cards that show the highlight objects and interactive activities and where to find them.
- **Sensory bags** containing sensory toys, ear defenders and communication cards.



You can **borrow** a **teal lanyard** from the **ticket and information desks** at The Postal Museum and Mail Rail. This shows our staff that you have a **hidden disability** and might need some **additional support** during your visit.



# General safety information

In 2020 The Postal Museum **made some changes** to help **keep people safe** during the COVID-19 pandemic.

Some of these adaptations **will continue** and **some will be eased**:

- Staff and visitors will **not be expected to wear a face covering**. People are welcome to wear one if they want to.
- Visitors will **not be expected to socially distance** from other groups.
- **Visitor numbers** will **no longer** be reduced.
- **Hand sanitiser stations** will **still be available** to use around the museum.
- Some **interactive exhibits** will **still be used through motion sensors** instead of touch buttons.

- **Mail Rail carriages** will **no longer be separated by the transparent safety screens** - these will be removed from the ride.







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\_**

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