

Mail Rail

Visual Story

In this picture 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**.

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** about this. We will **do our best** to accommodate your needs.

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**. **Your ticket will be scanned** at the ticket and information desk at the bottom of the ramp.

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

There are **20 stairs** and 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 event space

When you enter the **lower ground floor** of Mail Rail you will arrive into the **event space**. 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. You can put your belongings in a **storage space** next to where you board and it is **looked after** by a Visitor Host.

People **younger than 12** need to ride **with an adult.**



What to expect when riding Mail Rail

The Mail Rail ride is like a **mini** London Underground tube. The ride takes **20 minutes**, including embarking and disembarking.

You might have to **queue** when **boarding** the train.

The ride takes a **loop** under Mount Pleasant Mail Centre. 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.

So that everyone can **see the video** from their seat there are **three of the same videos playing at once** down the platform. 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**. Some of the seats are for two people and some of the seats are for one person.
- 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 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 **construction site**. 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 **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 storage space.

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 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.



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**.

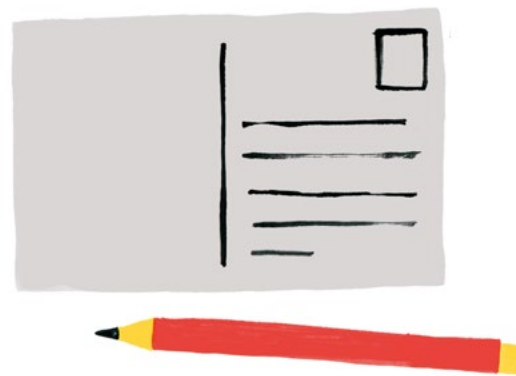


Mail Rail gift shop

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

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

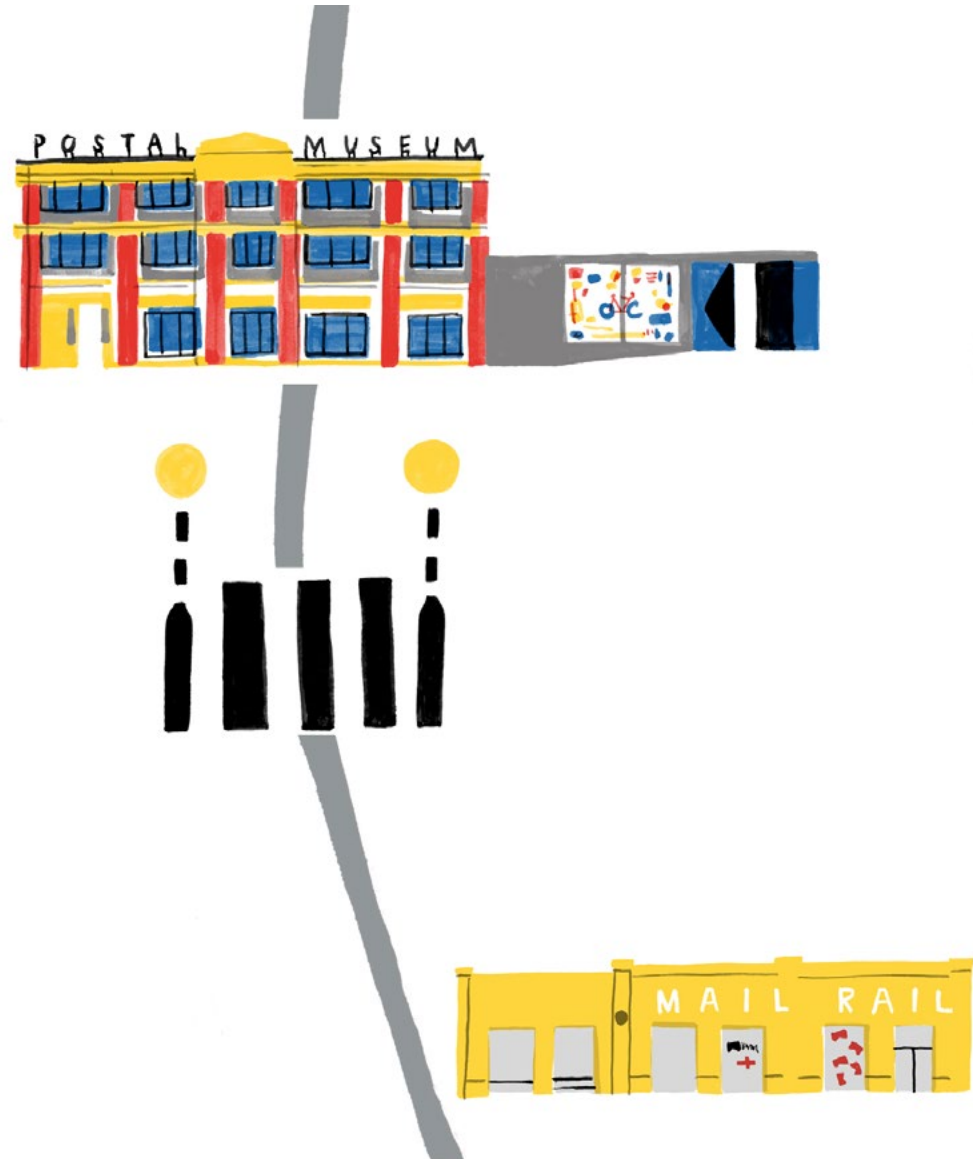
There is **another gift shop in The Postal Museum** building but it doesn't sell all of the Mail Rail related stock.



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.





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.