

London Transport Museum Depot tours

Frequently asked questions

Travel

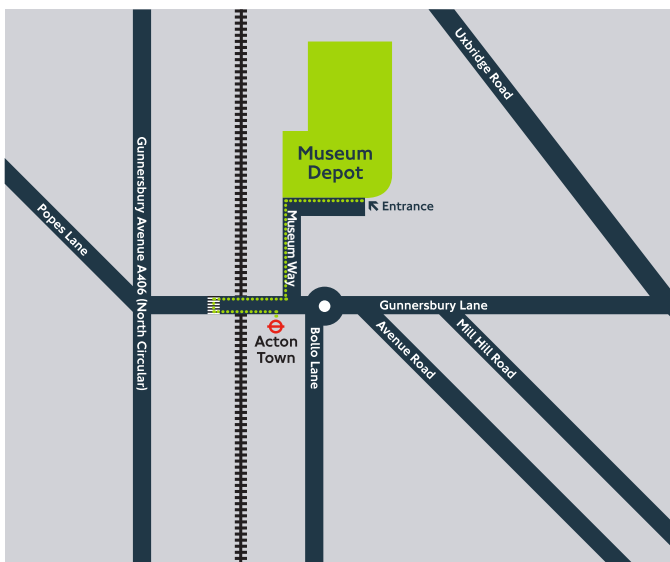
All tours take place at the Museum Depot in Acton Town.

2 Museum Way, 118 – 120 Gunnersbury Lane, London W3 9BQ

Underground: Acton Town

Buses: Gunnersbury Lane (Acton Town station) 70 or E3;

There is no parking available at the Depot, except for disabled badge holders.



I have access concerns; will I be able to go on a tour?

All tours involve standing for the duration of the tour.

Aside from Cab it! all tours are fully accessible to wheelchair users.

The Depot is a working building, and whilst we take every care to eliminate all possible trip hazards, there are rail tracks and grooves set in the floor which may not be suitable for those with a visual impairment or general mobility concerns.

Accessible toilet facilities are located next to the main reception, and service animals are permitted inside the Depot building.

What age group are the tours suitable for?

Our tours have been developed for an adult audience but older children with a keen interest in transport or design may also enjoy them. However, please note that they must be accompanied by an adult. Cab it! tours are for over-16s only.

We sometimes offer tours specifically aimed at families during the school holidays.

For more information please see our website

<https://www.ltmuseum.co.uk/whats-on/museum-depot/guided-tours> or contact our booking office.

Is photography allowed?

Photography is allowed for private purposes in the main shed only, but tripods are not allowed. We do not allow photography in any of the small stores.

Is there somewhere I can leave my things?

Backpacks, rucksacks and other large bags can be stored in our free lockers, as they cannot be taken into the Depot. Handbags, camera bags, tote bags etc. are allowed into the Depot, or can be stored in the free lockers.

Are toilet facilities available?

Yes, toilet and baby changing facilities are available. Accessible toilet facilities are located next to the main reception.

Is food and drink allowed? Is there a cafe on site?

Food and drink is not permitted on the tours, except for still bottled water.

Lunch and refreshments are included as part of the Cab it! tour. Please include any dietary requirements when prompted during booking, or if you'd prefer to discuss by phone our bookings team can help. To fulfil your request, inform us no later than one week before the event.

Is there a cafe on site?

There is no cafe on site, but a number of refreshment facilities are available close to Acton Town station.

I'd like to bring a group of people on a tour, how do I arrange this?

To arrange a private tour, download and complete the request form on our website and send it to our Booking office.

General information

Smoking, including e-cigarettes are not permitted anywhere in the Depot.

The Depot is a working store and restoration centre where we allow special access for visitors during guided tours. Some areas cannot be accessed by visitors and these are clearly marked with signage or barriers. Do not go into these areas.

Please do not touch the objects on display unless specifically invited to do so as part of the tour.

Temperatures in the Art Store are kept between 15-18° to help preserve the more fragile content in our collection. You may find that you need to bring an extra layer with you to ensure that you are comfortable during your visit. This may be especially the case during the summer when outside temperatures are warmer.

More information about the Cab it! tour is available in a separate [FAQ document](#) on our website.

Any further questions?

bookings@ltmuseum.co.uk | +44 (0)20 7565 7298

The booking office is open 7 days a week from 10.00-17.00