

4-17-1978

Nancy A. Willing to 'Dear Senator,' 17 April 1978

Nancy A. Willing

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White House

THE WHITE HOUSE

WASHINGTON

April 17, 1978

Dear Senator:

I would like to remind your office of some of the policies and procedures concerning the White House Visitors Office and White House tours.

The White House Visitors Office books tours between 10:00 a.m. and 5:00 p.m., Monday through Friday. The number to call is 456-2203. Please do not call to book tours before 10:00 or after 5:00 as we use that time to handle the written requests.

Individual and family tours may be booked up to 30 days in advance. If your request is for more than 10 days away, please submit a colored card, if it is less than 10 days away, please call as we cannot guarantee getting a response back to you in time by mail. I have attached a sample of the request card for you to see how it should be filled out.

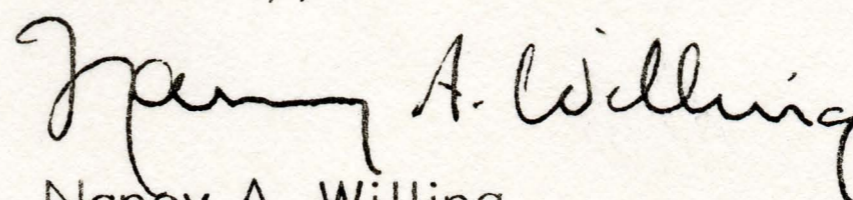
We have had a problem with offices that have misplaced their tour numbers or do not remember for which day they have scheduled a tour. We are always ready to help you, but we do seem to be spending more time than should be necessary hunting for lost ticket numbers. We book up to 1200 VIP tours per day, and it takes time (while making other people wait on the phone) to go through that many numbers looking for lost tickets. We would appreciate your help by keeping a record of your tour requests, dates, times, and numbers. I have also attached a copy of the proper procedures for filling out tour passes.

Group tours may be requested several months in advance by phoning 456-2202, or writing a letter stating the name of the group, how many people, and what days they will be in Washington. We receive a number of requests for large groups such as schools, bands, or convention groups. Unless we do have extra space on that particular day, we would ask the larger groups to visit the White House between 10:00 a.m. and 12:00 noon. During the spring and summer months, we do give priority to senior citizens and the handicapped.

The spring and summer months are our busiest season, and we cannot possibly fill all of the requests for tours that we receive. We do have a limited number of VIP tours each day, and try to distribute the passes as equally and as fairly as possible to each Congressman and Senator. We cannot guarantee each office a specific number a week as it does depend on the demand for each week. I suggest that your office not promise such passes until checking with the Visitors Office to be sure they are available.

From all of the staff at the White House Visitors Office, I would like to thank you for the help and cooperation you have given us. Again, please let me know whenever we can be of assistance to you.

Sincerely,



Nancy A. Willing

Director

White House Visitors Office

SAMPLE OF CARD THE WAY IT IS TO BE FILLED OUT TO SEND TO THE VISITOR'S OFFICE

CONSTITUENT	#	Date	Time	Numbers
1. WILLING	3	6/2-5		
2. KERR	2	6/4-7		
3. MORRIS	1	6/2		
4. DANSAN	4	6/2-15		
5.				
6.				

Comments: This space is for information about a particular group, e.g.
The Willing family will need a wheelchair.

**Please be sure to include the Congressperson's name, the telephone number, the name of the person submitting the request and the date the card was submitted.

Booked by:

Date:

Cg. Tip O'Neill 225-5111 Pam 5/12/78

The Orange cards are to be sent inside mail to B-227 LHOB to the attention of Pat. Do not put them inside an envelope.

The Green cards are to be sent inside mail to Dirksen B-321. Do not put inside an envelope.

All Cards should have a return address in the upper left hand corner on the front. Group tour requests should be submitted by letter, not by card, as well as any requests for additional blank tour passes.

Use cards for tours over 10 days away but not more than 30 days in advance.

Reminder

Tours may be booked by phone between 10:00 a.m. and 5:00 p.m. Monday thru Friday to schedule tours not more than 10 days away. Cancellations over 10 days away may also be sent back by card along with any request to reschedule.

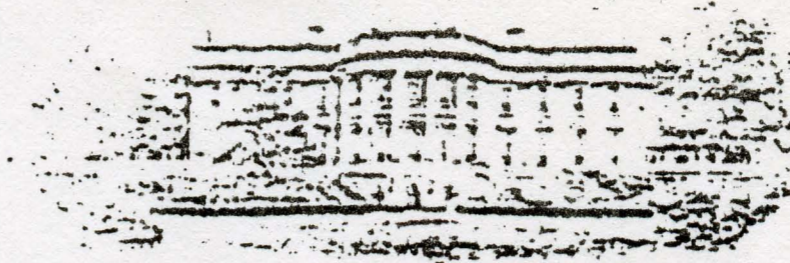
NON TRANSFERABLE

(PLEASE DO NOT DETACH)

Mary K. Young
NAME OF VISITOR

12/20/77
REQUESTED BY: DATE
Nancy Willing

EAST GATE NO. -152-



NAME OF VISITOR Mary K. Young

REQUESTED BY: DATE 12/20/77

Nancy Willing TIME 8:45

NO. -152-
PRESIDENT OF THE UNITED STATES

SAMPLE TICKET

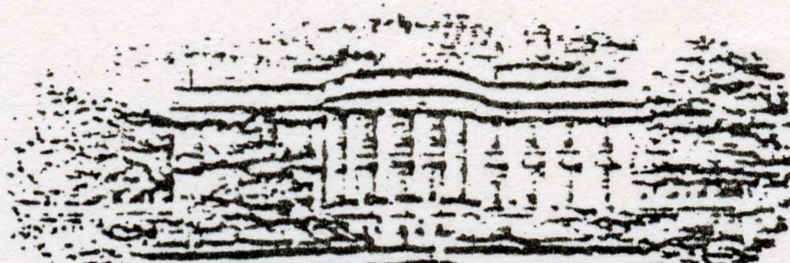
NON TRANSFERABLE

(PLEASE DO NOT DETACH)

(1)
NAME OF VISITOR

(2)
REQUESTED BY: DATE
(4)

EAST GATE NO. (5)



NAME OF VISITOR (1)

REQUESTED BY: DATE (2)

(4) TIME (3)

NO. (5)
PRESIDENT OF THE UNITED STATES

- (1) Please enter the name of the visitor in both spaces
- (2) Please enter the date of the visit in both spaces
- (3) Please enter the time of the tour in this space.
- (4) Please enter the Congressperson's name or the name of the Senator.
- (5) Please enter the ticket number in both spaces

Unless each ticket is filled out completely as indicated, the guards consider the ticket invalid and it is returned to us.

Please be sure to always take down complete information from our office and keep a record for your own information in the event you hear back from the visitors and need to look up data for them.

Notify the Visitor's office when you supply of tickets is running low.