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Admin - Tour Coordinator's Handbook

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THE WHITE HOUSE
WASHINGTON

February 2, 2000

MEMORANDUM

TO: Ms. Cheryl Bauerle
National AIDS Policy Office
736 Jackson Place NW

FROM: Melinda N. Bates
Special Assistant to the President and
Director, Visitors Office

This memo confirms a reserved guided tour of the White House for 50 people from the **U.S. Africa Trade Union Summit** group [ID# 00-95018] on **Thursday, February 3, 2000**. The group will be combined with others.

The number of people in the group may **not** be increased. If there is a reduction in the number scheduled, or if for some reason the tour is cancelled, please notify the Group Tour department as soon as possible at 202-456-2202. Our TDD [telephone device for the deaf] is 202-456-2121.

The members of the group should arrive at **08:00a.m.** at the **Visitor Entrance** on East Executive Avenue. The person in charge of the group *should show this memo* to the officer on duty. Once inside the House, guided tours usually take 35 to 40 minutes.

Tour hours are occasionally affected at the last minute by unforeseen events. Please call the Visitors Office **24-hour info line recording at 202-456-7041** to confirm that tours will be conducted.

On behalf of The President and Mrs. Clinton, we hope that members of this group enjoy their visit to the White House.

Group Tour Request

Please retype this form on your letterhead, if available, omitting the instructions in small print. The information should be typed or printed, must fit on one page, and all sections must be filled out. Thank you.

Senior Citizen Tour Request

Visitors Office

White House

Washington, DC 20502

Today's Date:**Tour Coordinator Name:****Address:****Phone:****Fax:****Group Name:**

(BE SPECIFIC. DO NOT just say senior citizens, senior center, etc. DO USE Gonzalez Senior Center, AARP Chapter 453, etc.)

Number in Group:**Number of Vehicles:****In Charge:**

(Person who will be at the gate with the group)

In Charge Phone: day () -
 eve () -

Time Preference, if available:

(Tours run continually between 2 and 9 p.m.)

Special Needs:

(# in wheelchair, canes, walkers, etc.)

Other:



EOP & WHITE HOUSE ADMINISTRATIVE CONTACT

TOUR COORDINATOR'S HANDBOOK

JANUARY 1996

**Visitors Office
White House
Washington, DC 20502**

THE WHITE HOUSE

WASHINGTON

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Tour Coordinator's Handbook**Contents**

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Attachments

Map of the White House Area

General Information About White House Tours

Public Tour Information

THE WHITE HOUSE

WASHINGTON

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Visitors Office

Special Assistant to the President and Director:

Melinda N. Bates

Deputy Director:

~~Ann McCoy~~ Margaret Whillock

Assistant Director:

Marc Hoberman

Staff Assistants:

~~Holly H. Holt~~ Tracy Pakulniewicz
~~C. Wayne Skinner~~ Stephanie Hurst
~~vacant~~ Isabel White

see
up date

→

Telephone Contacts

area code (202), exchange 456-

456-7041 public number, 24-hour recorded information about tours

456-2200 public number, 24-hour recorded information about special events

456-2121 TDD (telephone device for the deaf)
Messages may be left outside of normal business hours.

* * * Numbers below are only for use by EOP/WH staff * * *

If it is necessary to provide a Visitors Office telephone number to guests, please give only the White House general number: 202-456-1414.

456-2322 Congress and Agency number

456-2370 fax

456-2202 group tours

456-2203 congressional & agency
ticketed tours
10 am - 1 pm; 2 - 5 pm

456-2203 Members tours
10 am - 1 pm; 2 - 5 pm

456-2002 staff tour info recording for West Wing tours by blue passholders
6 guests: Mon - Fri 8 - 10 p.m.; Sat. 1 - 10 p.m.; Sun. 8 a.m. - 10 p.m.

Group Tours

Group Tours are conducted Tuesday through Saturday at 8:00 a.m. and 9:45 a.m. for groups of 10 to 50 people. Groups line up at the Visitor Entrance on East Executive Avenue. Visitors in wheelchairs who are part of a 9:45 a.m. group must use the northeast gate on Pennsylvania Avenue. Tickets are not used; the group name is included on a list for that day and time, and a letter of confirmation from the Visitors Office must be presented by the tour leader (photocopy or fax OK). If members of the group arrive separately, they should meet at the Liberty Bell replica and are admitted when the group is complete. Tour narrations are geared for teenage and older visitors. The 8 a.m. guided groups and ticketed tour visitors are combined into groups of about 70 people.

Groups of more than 50 are not considered. If your guests exceed that number, requests can be made for different days. Unfortunately, it is unlikely that more than one part of the group will be approved. Larger groups should be encouraged to use the public tour.

Group tours are scheduled no sooner than three to four weeks prior to the earliest requested tour date. At that time your office will receive a letter either confirming or declining your request. Groups unable to obtain a reserved tour are encouraged to attend the public, self-guided tour.

Requests must be submitted using the form on page 8. All group tour requests are scanned for processing. Requests not on our form are rejected by the scanner and processing is delayed. Requests may be submitted as far in advance as complete information is known. All requests receive an acknowledgement card if the requested date is more than five weeks from the date the request is received. The acknowledgement card is not a confirmed tour. Please tell groups that they will hear from you three to four weeks before the requested date. Because the White House must first be available for official events, it is not possible to approve tour requests more than four weeks in advance.

Group requests less than 5 weeks in advance should be faxed to the Visitors Office (456-2370). Please do not use a fax cover page. If faxed, do not submit the original letter. Please advise the requester that it is unlikely that the request can be approved, given the late date.

Changes to requests already submitted should be made on a copy of the original request. Print the ID number and the information that has changed on the copy and submit it as indicated above.

Requests from a Senator, Representative, or the administrative contact of a Federal agency or EOP/White House office are given priority, but requests directly from groups are also accepted. Given the number of requests for group tours, unfortunately only a small percentage can be accommodated.

It is not possible to suggest a way that the request is certain to be approved. Chances of approval, however, are increased if requests:

- ▶ are submitted at least five weeks before the requested date
- ▶ are for groups of between 10 to 50 people
- ▶ are submitted through an EOP/WH office, Senator, Representative, or administrative contact of a Federal agency

If a group is important to your office, *please indicate why* in the "other" section. Do not wait until the tour is turned down to tell us it is the department head's high school or church. When they are important to you, they are important to us, but it is your responsibility to help us know that. **Help everyone by setting realistic expectations.** On a typical April day about 3,100 people request reserved tours. Only 600 are accommodated.

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(retype this form *on your letterhead*)

(instructions in small print need not be on your request)

information must be entered by computer or typewriter; printed info will not scan
send form by inside mail or [if date requested is within five weeks] by fax to 202-456-2370

Group Tour Request
Visitors Office
White House
Washington, DC 20502

Today's Date:

Department Name:

Tour Coordinator Name/Phone/Fax:

Day of the Week/Date(s) Requested: (example: Tuesday, October 31, 1995)
(tours Tuesday - Saturday, mornings only; do NOT request a Sunday or Monday)

Group Name:

(Do NOT use *the* as the first word or *group* as the last word. BE SPECIFIC.
Do not just say: constituents, scouts, senior citizens, etc.
DO USE Gonzalez Senior Center, Girl Scouts 123, Harlem HS, Smith Family, etc.
If no other name, use the last name of the person in charge)

Number in Group:
(should be 10 - 50)

In Charge:
(person who will be at the gate with the group)

In Charge Phone:	day ()	-
(these numbers are helpful	eve ()	-
if tours are cancelled)	local, when visiting ()	-

Age Range:
(if school: grade(s) _____; # students _____; # adults _____)
(If you do not let us know the age, we assume the 9:45 a.m. tour is appropriate)

Prefer, if available: 8:00 a.m. guided tour _____
9:45 a.m. self-guided tour _____

Language, if other than English:

Special Needs:
(hearing-impaired, visually-impaired, # in wheelchairs, etc.)

Other: (tell us about the group)

Congressional & Agency Ticketed Tours

Congressional & Agency Ticketed tours are guided by U.S. Secret Service/Uniformed Division Tour Officers in groups of about seventy at 8:15 a.m., 8:30 a.m. and 8:45 a.m., Tuesday through Saturday. These are the only times these tours are scheduled. Visitors, including those in wheelchairs, use the Visitor Entrance on East Executive Avenue. (Guests in wheelchairs on the Public self-guided tour enter at the Northeast Gate.) Once inside the House, the tour usually lasts 30 to 45 minutes.

The ticketed tour procedure is designed to accommodate individuals and families who wish to confirm a tour reservation in advance. The overwhelming majority of these tickets are distributed to Senators and Representatives for their constituents. The tickets are assigned to Members on a strictly first-come, first-served basis. Distribution to constituents is at the discretion of the Members. When appropriate, guests should first be referred to Members for tickets.

Each Congressional, Agency, and EOP/White House office has a maximum allotment of tickets for each week. Often, the total number of requests exceeds the capacity of the White House. The allotment is not a guarantee that space is available, it is the maximum number of tickets an office can request for a one-week period.

Requests are accepted up to 33 days before the requested date. Reservations may be made by phone (456-2203), from 10 a.m. to 1 p.m. and 2 to 5 p.m.

If a tour reservation is available, you are given the date, time, and ticket numbers for the tour. This information must be recorded on a blank tour ticket.

The name of your office goes on the "Courtesy of" line; we suggest ordering a 2" wide rubber stamp with block letters. The tickets are cross-checked at the gate by the U.S. Secret Service/Uniformed Division Tour Officers on duty. Invalid tickets are not honored. Because of the large demand for access, your unhappy guest is told the ticket is not valid, referred to your office, and politely turned away.

It is suggested that tickets be picked up by guests at your office. Do not mail them. Please do not issue tickets as "souvenirs." Tickets may be left at the East Appointment gate in a #10 (business) envelope with the guest's name and the date of the tour for pickup by your guest. This privilege is available only to EOP/WH offices; for others there is no "will call" at the White House.

Tickets are good for the day of issue only. Tour tickets are not valid during the Public, self-guided tour (10:00 a.m. - 12:00 noon).

The Visitors Office should be notified of cancellations as soon as possible, as this increases the availability of tickets for other offices.

Children 7 years and under do not need a ticket for Congressional guided tours. They are counted in all other tours (group tours, public tour ticket system).

To request additional blank White House tickets or to request a change in the tickets issued to your office for a particular week, please call the Ticketed Tour line at 6-2203.

Sample Ticket

Non Transferable

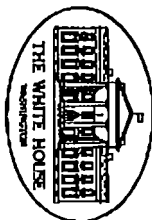
Do Not Detach

This ticket is free and
may not be used for profit

No. _____

Date: _____ Time: _____ AM

Courtesy of Agency/Department (print): _____

Melvina N. Bates
Director, Visitors Office

White House Guided Tour

Lines begin at the Visitor Entrance, East Executive Avenue

To confirm that tours are not cancelled, please call

24-hour Tour Information (202) 456-7041

Tours are conducted in groups of 70

No. _____

Date: _____ Time: _____ AM

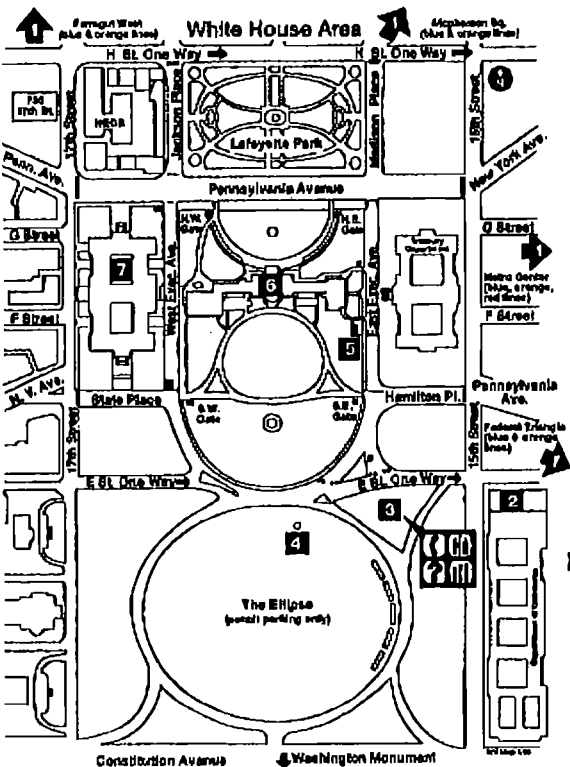
Name of Visitor: _____

Courtesy of
Agency/Department: _____Ben Civiletti
President of the United States
Hillary Rodham Clinton
First Lady

Sorry, but NO...

photographs or videos	fireworks/firecrackers
inside the White House	food
animals (except guide dogs)	guns/ammunition
backpacks (oversized)	knives with blades
balloons	over 3 inches
beverages	mace
chewing gum	nunchucks
duffle bags/suitcases	smoking
electric stun guns	strollers (checked at gate)

There are NO public telephones nor restrooms in the White House.
Occasionally tours are delayed or cancelled.
We regret the inconvenience this may cause.



- | | |
|--|----------------------------------|
| 1. Metrorail Stations | 4. National Christmas Tree |
| 2. White House Visitor Center | 5. Visitor Entrance |
| 3. Rest Rooms, Phones, Information, Snacks, Tourmobile Tickets | 6. White House |
| | 7. Old Executive Office Building |

Tours for Visitors With Special Needs

Access for the Hearing-Impaired

Special Access tours may be arranged for groups in advance. Access tours are usually scheduled at 9:15 a.m., between the Congressional and public tour times. Participants enter at the East Appointment gate. A U.S. Secret Service/Uniformed Division Tour Officer conducts the tour in sign language. Signed tours are available to groups of 8 to 20. Groups are also encouraged to bring their own interpreters. Signing interpretation is available for individual visitors with advance. It is the responsibility of the issuing office to request this service at least 2 weeks in advance when tour tickets are given to a guest who is hearing-impaired.

Our TDD (telephone device for the deaf) is 202-456-2121.
Messages may be left outside normal business hours.

Access for the Visually-Impaired

Special Access tours may be arranged for groups in advance. Access tours are usually scheduled at 9:15 a.m., between the Congressional and public tour times. Participants enter at the East Appointment gate. A U.S. Secret Service/Uniformed Division Tour Officer permits visitors to touch specific objects in the House. Touch tours are currently available only to groups of 8 to 20, not to individual visitors. Large-print and Braille versions of the tour brochure are in production and will be available for self-guided group and public tours.

Access for People in Wheelchairs, or With Other Access Disabilities

Guests requiring the loan of a wheelchair should notify the officer at the gate upon arrival. Wheelchairs loans are offered on a first-come, first-served basis. Reservations are not possible.

Visitors on the *guided* tours use the Visitor Entrance on East Executive Avenue and are escorted by ramp or stair lift from the entrance level to the ground floor, and by elevator from the ground to state floor. Guests generally wait in line with their group.

Visitors in wheelchairs, or with other mobility disabilities, on the *self-guided* tours, between 9:45 a.m. and 12 noon, use the Northeast gate on Pennsylvania Avenue and, with up to six members of their party, are *admitted without waiting in line and without tickets*. The Library and Vermeil rooms on the ground floor are not viewed when entering at the Northeast gate. Photos and a text description of these rooms are found in the White House tour brochure distributed to guests as they enter.

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Passholder Access to White House Tours

24-HOUR RECORDED TOUR INFORMATION: 202-456-7041

24-HOUR RECORDED WEST WING TOUR INFORMATION: 202-456-2002

PUBLIC TOURS:

- ▶ Tuesday through Saturday, 10 a.m. - 12 noon

These walk-through tours are self-guided. A U.S. Secret Service/Uniformed Division tour officer is stationed in each room to answer questions. All WH, OEOB and NEOB staff with photo hard passes of any type may bring up to 6 visitors per day to the front of the line at the Visitor Entrance on East Executive Avenue.

Access begins at 10:30 a.m. and ends at noon. At popular times there may be a line for passholder guests which alternates with the public line. Passholders should meet guests at the Liberty Bell replica opposite the Visitor Entrance. Guests are not cleared through WAVES for tours. Staff show their pass and sign in their guests. Sorry, no access before 10:30 a.m.

CONGRESSIONAL/AGENCY TICKETED TOURS:

- ▶ Tuesday through Saturday, 8:15, 8:30 and 8:45 a.m.

These are guided tours, escorted by USSS/UD tour officers. Access is by ticket only. Tickets are available, on a very limited basis, via the Administrative Contact (AC) in each EOP office. Requests are handled on a first-come, first-served basis, through the AC ONLY, not from individual staffers. Requests are accepted one month in advance. Passholders may not place guests in the guided tours.

GROUP TOURS:

- ▶ Tuesday through Saturday; 8 a.m. guided, 9:45 a.m. self-guided

Groups consist of 10 to 50 people. Almost all group tours are arranged through Congressional offices. We accept group tour requests submitted through the office AC, but it is difficult to accommodate staff requests for group tours. Access is more likely if groups request dates in the fall or winter.

The guided tours are appropriate for high school age and older.

Guests may not be added to a tour from inside the Residence.

THE WHITE HOUSE
WASHINGTON

Elementary School Group Tour Request

Today's Date: March 8, 2000

Date of Requested Tour: March 14, 2000

Tour Contact: Cheryl Bauerle on behalf of Westchester
Elementary School
Office of National AIDS Policy
736 Jackson Place, NW
Phone: 456-2959
Fax: 456-2439

Tour Coordinator: Carol Bonito
Westchester Elementary School
12405 Royal Palm Blvd.
Coral Springs, FL 33065
Phone: 954-344-2380
Fax: 954-344-2380

Group Name: Westchester Elementary School 5th Grade

Number in Group: 95

Number of Vehicles: 2 buses

In Charge: Cheryl Bauerle
day (202) 456-2959
Evening (202) 234-9831

Time Preference: 3:00 PM

Special Needs: None

Other: The requested tour exceeds the standard limit of 50, but is for an entire group of students traveling from South Florida, most of whom have never been to Washington, DC. If the group is too large, perhaps the tour can be offered to one busload only. Please call Sandy Thurman or her assistant, Cheryl Bauerle, at 6-2959 if additional information is needed. Thank you!

CODE: AIDS – WH