**SOP 12 – Intoxicated or Impaired Guest** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If the guest is behaving aggressively, threatening others, or appears to need medical help, call 911 immediately.
2. Do not leave an intoxicated guest unattended if they are in danger of harming themselves (e.g., near roads, fire pits, pool, or water).
3. Notify the General Manager or on-site lead right away.
4. If safe and appropriate, calmly speak to the guest:  
   * Encourage them to return to their RV or a safe area
   * Offer water and suggest they rest
   * Do not argue or confront them
5. Do not allow the guest to:  
   * Operate a vehicle, golf cart, or machinery
   * Enter the pool or other high-risk areas
6. Document the situation in an Incident Report:  
   * Description of the behavior
   * Time and location
   * Whether emergency services were called
   * Witness names and site numbers
7. If the guest becomes non-compliant or their behavior escalates, step away and allow law enforcement or management to handle it.
8. Do not attempt to physically restrain or detain any guest under any circumstances.
9. Follow-up action (warnings, removal, or bans) will be determined by park management.