**SOP 15 – Guest Eviction or Removal** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Only the General Manager or park owner may initiate a guest eviction. Do not attempt to evict or threaten any guest yourself.
2. Grounds for removal may include:  
   * Violence, threats, or harassment
   * Repeated rule violations after warnings
   * Destruction of property
   * Illegal activity
   * Nonpayment or expired reservation
3. If you witness behavior that may warrant eviction:  
   * Do not confront the guest
   * Notify the General Manager or on-site lead
   * Complete an Incident Report detailing what occurred
4. The General Manager will assess the situation and determine whether to issue:  
   * A verbal warning
   * A written warning
   * Immediate removal
5. If police assistance is required:  
   * Do not escalate the situation
   * Provide law enforcement with all requested documentation and support
6. Once eviction is decided:  
   * The General Manager will inform the guest calmly and professionally
   * A reasonable timeframe will be given for them to vacate the premises
   * Staff may assist only if instructed and safe to do so
7. Record the following:  
   * Time and reason for removal
   * Staff involved
   * Any guest response or threats
   * Final site condition
8. Do not discuss the removal with other guests or allow gossip to spread.
9. Park management will determine if the guest will be permanently banned or allowed to return in the future.