**SOP 27 – Incident Involving Golf Carts or Small Vehicles** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a golf cart or small vehicle is involved in an accident, injury, or near-miss, assess for safety and call 911 immediately if there are any injuries.
2. Do not allow the driver to continue operating the vehicle until the incident is reviewed by management.
3. Secure the area to prevent further accidents:  
   * Clear other vehicles and guests
   * Block off the scene if needed
4. Notify the General Manager or on-site lead immediately.
5. Collect and document:  
   * Names of all individuals involved
   * Time, date, and location of the incident
   * Description of vehicle (type, color, identifying number)
   * Witness names and contact info
6. Take photos of the vehicle, damage, skid marks, or any hazards involved.
7. If the operator is a guest:  
   * Request that they not use the cart until reviewed by management
   * Do not accuse or confront them
8. Complete an Incident Report including:  
   * Description of event
   * Any injuries or property damage
   * Guest information and site number (if applicable)
9. Management will decide whether further action is needed, including suspension of golf cart privileges or guest removal.
10. All operators must follow posted speed limits and safety rules. Unauthorized or reckless operation is grounds for removal from the property.