**SOP 3 – Vehicle Accident or Property Damage** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Ensure safety. If there are injuries, call 911 immediately.
2. If there is no immediate danger, move involved parties to a safe location away from traffic or structures.
3. Notify the General Manager or on-site lead.
4. Do not allow guests to argue or admit fault on site. Encourage calm, respectful communication.
5. If damage involves park property (e.g., electric pedestal, water line, structure), immediately shut off any affected utilities if safe to do so.
6. Take photos of:  
   * Vehicles involved
   * Damaged structures or utilities
   * License plates
   * The scene from multiple angles
7. Collect:  
   * Names, phone numbers, and addresses of all involved
   * Insurance information
   * Witness names and contact info
8. Complete an Incident Report.
9. If applicable, request that involved guests file a police report.
10. Submit all documentation to management within 2 hours. Do not discuss liability or park responsibility with guests.