**SOP 32 – Incident Involving Damage to Guest Property** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest reports damage to their RV, vehicle, or personal property, respond calmly and respectfully.
2. Do not admit fault or assign blame. Explain that the incident will be documented and reviewed by management.
3. Notify the General Manager or on-site lead immediately.
4. Inspect the damage only if the guest consents. Do not touch or move damaged items unless necessary for safety.
5. Take clear photos of:  
   * The damaged property
   * Surrounding area
   * Any park equipment or conditions potentially involved
6. Collect:  
   * Guest name and site number
   * Description of damage
   * Estimated time it occurred
   * Names and statements from any witnesses
7. If the damage was caused by park equipment (e.g., tree limb, power pedestal, mower):  
   * Secure the area to prevent further harm
   * Save any broken or involved parts for review if applicable
8. Complete an Incident Report including:  
   * Full description of the damage
   * Possible causes (if known)
   * Guest’s statement and expectations
9. Inform the guest that management will review the report and follow up. Do not offer refunds, repairs, or reimbursement unless directed.
10. Management will assess whether insurance claims, waivers, or legal notices are required.