**SOP 34 – Incident Involving Media, Reporters, or News Crews** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If media personnel, reporters, or news crews arrive on property, do not speak on behalf of the park.
2. Notify the General Manager or park owner immediately.
3. Politely inform the media that all press inquiries must be directed to park management or ownership. Use the following approved statement:  
    “I’m not authorized to comment. Please contact the park manager or owner directly.”
4. Do not allow media into restricted areas or guest sites. If they attempt to enter without permission, inform them the property is private and ask them to remain in designated public areas (e.g., front office).
5. Do not confirm or deny any incidents, guest names, or internal actions. Do not provide documents, reports, or access to staff.
6. Record:  
   * Time of arrival
   * Media outlet name (if known)
   * Names or descriptions of individuals
   * Location they entered or attempted to access
7. If media presence is disruptive or refuses to comply with private property boundaries, contact the General Manager or law enforcement.
8. Complete an Incident Report with all relevant details and submit to management.
9. Only the General Manager or designated spokesperson is authorized to release statements or give interviews.
10. All staff, volunteers, and work campers must avoid posting about the situation on social media or sharing internal information externally.