**SOP 35 – Incident During Scheduled Event or Group Gathering** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If an incident occurs during an organized event (e.g., concert, cookout, wedding, RV club), prioritize safety and call 911 immediately if there is a medical emergency, fight, or fire.
2. Notify the General Manager or on-site lead without delay.
3. Assign staff or volunteers to maintain order while the incident is addressed:  
   * Calm guests
   * Clear the area if needed
   * Redirect attention away from the incident site
4. Record:  
   * Name and type of the event
   * Location and estimated number of attendees
   * Description of the incident and individuals involved
   * Name of the group organizer or coordinator
5. Take photos if appropriate and safe, especially of any damage, equipment involved, or hazardous conditions.
6. If the incident affects the continuation of the event (e.g., severe weather, property damage, police response), management will determine whether to pause, cancel, or resume.
7. Do not allow alcohol distribution, use of amplified music, or guest activities to continue in affected areas until cleared by management.
8. Complete an Incident Report and submit it with all details, including any guest complaints or requests related to the disruption.
9. Management will follow up with the event organizer and determine if refunds, credits, or contract changes are required.
10. All event-related incidents must be documented, even if resolved on-site, to support future planning, liability, and guest safety.