**SOP 37 – Incident Involving Guest Refusing to Leave at Checkout Time** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest has not vacated their site by the posted checkout time and is unresponsive or refusing to leave, notify the General Manager or on-site lead.
2. Do not argue with or threaten the guest. Remain calm and professional.
3. Confirm the reservation status:  
   * Review system for extensions or late checkout approval
   * Verify any communication between guest and office
4. If no extension has been granted:  
   * Politely remind the guest of the checkout time
   * Offer assistance if they need help vacating
   * Provide a clear deadline for departure if needed
5. If the guest continues to refuse:  
   * Do not attempt to physically remove them or their property
   * Notify law enforcement if the guest becomes hostile, threatening, or refuses to comply after final notice
6. Record:  
   * Time and nature of interaction
   * Guest name and site number
   * Witnesses or staff involved
7. Take photos if necessary (e.g., site condition, guest setup) for documentation.
8. Complete an Incident Report including:  
   * Reservation details
   * Attempts made to resolve the issue
   * Final outcome (e.g., guest departure, police involvement)
9. Management will determine if the guest should be restricted from future reservations or charged additional fees.