**SOP 39 – Incident Involving Unauthorized Use of Park Equipment or Facilities** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest, visitor, or staff member is found using park equipment or restricted facilities without permission, do not confront them aggressively.
2. Approach calmly and ask them to stop using the equipment or exit the restricted area. Inform them that access is limited to authorized personnel only.
3. If the individual refuses to comply or becomes confrontational, notify the General Manager or on-site lead immediately.
4. If the equipment use presents a safety hazard (e.g., tools, machinery, maintenance areas), instruct others nearby to step back and secure the area if safe to do so.
5. Document the following:  
   * Description of the equipment or area accessed
   * Time and location
   * Name or site number of the individual (if known)
   * Whether damage or injury occurred
6. Take photos if appropriate and safe to do so, especially if damage is observed.
7. Complete an Incident Report including:  
   * Summary of what occurred
   * Action taken
   * Response from the individual
8. Management will determine appropriate follow-up, including warnings, charges for damage, or removal from the property.
9. All park equipment must remain off-limits to guests and volunteers unless authorized by management and supervised.