**SOP 45 – Incident Involving Fraud, Scams, or Suspicious Transactions** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest or staff member reports attempted fraud, a scam, or suspicious financial activity (e.g., fake reservations, stolen credit card, false identity), notify the General Manager or on-site lead immediately.
2. Do not confront the individual suspected of fraud unless directed by management or law enforcement.
3. If the incident involves potential criminal behavior, call the police and report the fraud attempt.
4. Preserve all evidence:  
   * Screenshots of online transactions or emails
   * Copies of IDs, credit cards, or paperwork involved
   * Any communication (text, phone, email)
5. Do not attempt to refund or charge any cards involved in the suspicious activity until reviewed by management.
6. Document:  
   * Name and contact details of the person reporting the issue
   * Description of the transaction or scam
   * Names or site numbers involved (if applicable)
   * Any financial or personal loss reported
7. Complete an Incident Report with all details and attach any supporting documentation or images.
8. Do not share incident details with other guests or staff not involved in the response.
9. Management will follow up with law enforcement, financial institutions, or reservation platforms as needed.
10. All staff must remain alert for signs of fraud including:

* Unusual reservation requests
* Mismatched payment info
* Repeated card declines
* Guests refusing to show ID upon check-in