**SOP 47 – Incident Involving Guest Misuse of Wi-Fi, Internet, or Technology** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest is reported or observed using park internet for illegal activity (e.g., pirating content, hacking, harassment, or inappropriate material), notify the General Manager or on-site lead immediately.
2. Do not confront the guest. Preserve any available logs, screenshots, or witness reports.
3. If the misuse involves criminal activity or child exploitation, call law enforcement without delay.
4. Record:  
   * Time and nature of the misuse
   * Site number or device identifier (if known)
   * Witnesses or staff who observed the issue
5. Do not disable or block the guest’s access without management approval.
6. Complete an Incident Report including:  
   * Type of misuse
   * How the issue was discovered or reported
   * Actions taken by staff
   * Law enforcement involvement, if applicable
7. Management may suspend Wi-Fi access, issue warnings, or remove the guest based on severity.
8. Repeat or serious violations may result in a permanent ban and police report.
9. All use of park Wi-Fi is subject to monitoring and must comply with local, state, and federal laws. Guests agree to these terms upon check-in.
10. Any suspected network intrusion or tampering with routers or infrastructure must be reported immediately and handled only by authorized personnel.