**SOP 49 – Incident Involving Noise Complaint After Quiet Hours** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Quiet hours are strictly enforced between 10:00 PM and 8:00 AM daily. If a noise complaint is received during this time, respond promptly and respectfully.
2. Approach the source of the noise calmly. Inform the guest that a complaint was received and that quiet hours are in effect.
3. Request that they lower their volume, turn off music, or move inside if necessary. Do not argue or escalate.
4. If the guest refuses to comply or the noise continues, notify the General Manager or on-site lead.
5. If there is a large gathering or repeated violations, management may choose to:  
   * Issue a written warning
   * Shut down the gathering
   * Call law enforcement if the situation escalates
6. Record:  
   * Time and nature of the complaint
   * Site number or name of responsible party
   * Witnesses (if any)
   * Your instructions and the guest’s response
7. Complete an Incident Report including:  
   * Description of the disturbance
   * Action taken
   * Whether it was resolved or repeated
8. Do not allow volunteers or staff to threaten removal or confront guests aggressively. All enforcement must be handled professionally.
9. If the issue involves multiple guests or sites, log each separately for accurate documentation.
10. Continued violations may result in eviction at the discretion of park management.

**SOP 50 – Incident Involving Property Theft or Missing Guest Belongings** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest reports stolen or missing belongings, listen calmly and assure them the matter will be taken seriously and documented.
2. Do not accuse anyone or speculate about who may be responsible.
3. Notify the General Manager or on-site lead immediately.
4. Ask the guest for:  
   * A list of missing items (with descriptions and estimated value)
   * The last known location and time they were seen
   * Whether the items were secured (inside RV, locked vehicle, etc.)
5. Inspect the reported area with the guest if appropriate. Look for signs of forced entry or disturbance. Do not disturb potential evidence.
6. If the theft may involve criminal activity, advise the guest to file a police report. If requested, call local law enforcement on their behalf.
7. Document:  
   * Time and location of the report
   * Description of items and circumstances
   * Guest’s name, contact info, and site number
   * Any witness names or relevant camera footage (if available)
8. Complete an Incident Report including:  
   * Summary of the guest’s statement
   * Any observations or response steps taken
   * Whether police were involved
9. Inform the guest that management will review all available information and follow up. Do not make promises regarding reimbursement or recovery.
10. Management will determine next steps including internal review, security adjustments, or claims processing.