**SOP 5 – Disturbances (Fights, Noise Complaints, Intoxication, Disorderly Conduct)** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Do not enter any situation that appears violent or dangerous. Call 911 immediately if:  
   * There is a physical fight or credible threat of violence
   * A person appears severely intoxicated or unresponsive
   * There is property damage in progress
2. If safe to approach, calmly inform the individuals involved that there has been a complaint and request that they lower volume, separate, or comply with park rules.
3. Never argue or escalate. If they refuse to comply, walk away and notify the General Manager or on-site lead.
4. If law enforcement is needed, clearly describe:  
   * What is happening
   * Exact location
   * Whether weapons or children are involved
5. Record:  
   * Names and lot numbers of guests involved (if known)
   * Time and location
   * Nature of the disturbance
   * Any witnesses
6. If the situation involves noise or public intoxication only:  
   * Ask them once to lower noise or return to their site
   * If noncompliant, refer the matter to management for further action
7. Complete an Incident Report including all details and witness info.
8. Do not attempt to evict any guest or make threats. Only management may take formal action.