

Disruptive Guest De-Escalation Scripts & Incident Log

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Print this two-sided. Page 1 is the script card for the staff member who has to walk over to site 14 at 11 PM. Page 2 is the incident log they fill out the next morning. The log is what makes the eviction stick if it gets that far.

Approach Principles (memorize before you walk over)

One staff member, never alone. One person speaks, one stands back at a safe distance with a radio.

Slow your voice. Lower volume than the disruptive guest. Always.

Open posture. Hands visible, no folded arms, no pointing.

Lead with a question, not a demand. "Hey, I'm with the park. Everything okay over here?" beats "You need to keep it down."

Name the rule, not the person. "Quiet hours are 10 PM" beats "You're being too loud."

If anyone has a weapon, you leave. Police only.

Six Scripts (use the one that fits)

Noise / loud music after quiet hours

Opening: "Hey folks, I'm with the park. We're past quiet hours so I have to ask you to turn it down or take it inside."

If pushback: "I get it, it's a great night. But neighbors are calling, and the rule is the rule. Let's drop the volume now and we're good."

Close: "Thanks for working with us. Hope the rest of your stay is great."

Intoxicated guest, sitting at site

Opening: "Hey, just wanted to check in. Everything okay?"

If safe: "Cool, I'll let you wind down. Just remember quiet hours kick in at 10. Need any water or anything?"

If escalating: Back away, radio for backup, return when calm or with police if needed.

Intoxicated guest, attempting to drive

Opening: "Hey, I need you to step back from the cart for a sec."

Bridge: "I can't let anyone drive in the park tonight after that much. Let me walk you home or call you a ride."

If they refuse: Step back, radio for backup, call local police. Document everything.

Aggressive verbal toward staff

Opening: "I'm going to step back so we can both reset. I want to help with this."

If continues: "I'm going to go get someone else to help us. I'll be right back." Walk away.

Return with: A second staff member, or the manager, or in extreme cases police.

Domestic dispute heard from neighboring site

Do not approach. Radio the manager. Call local police if anyone sounds in danger. Document time, site number, and what was heard. Do not knock on the RV.

Guest disrespecting neighbors (parking on their site, blocking access)

Opening: "Hey, I need to grab a second. The folks on site 22 mentioned the truck is over their pad. Can we shift it back?"

Why this works: The complaint is from the other site, not from you. You are the messenger.

Incident Documentation Log

Fill in within 12 hours of the incident, while details are fresh. This log is the evidence base if the incident leads to an eviction, a chargeback, or a lawsuit.

Date	_____	Time of Incident	_____
Park	_____	Site # Involved	_____
Guest Name on Reservation	_____		
Staff Member Reporting	_____		
Other Staff Witness	_____		
Guest Witness (if any)	_____		

What happened (be specific, no labels):

What was said by staff (use script reference if applicable):

Action taken (warning issued, removed, police called, etc.):

Police Contacted? (Y/N)	_____	Report #	_____
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Photos / video taken: Yes No **Stored at:** _____

Reporting Staff Signature	_____	Date	_____
Manager Review Signature	_____	Date	_____

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