Scenario

Equipment Failure

A wheel breaks off a wagon during a hayride at the farm. The ride is loaded down with 50 guests and one employee. The tractor driver notices this quickly and stops the ride. The employee on the wagon calls the contact person back at the farm. A replacement wagon shows up within 10 minutes. A plank is placed from one wagon to another and all customers are safely transported back to the farm. All guests on the ride receive a voucher to spend at the farm.

* Was the incident handled appropriately?
* What would you do differently?
* What could be implications of this incident?
* Should you notify your insurance agent about this incident?