

Dear West Coast Kustoms Attendees,

We look forward to welcoming you to the Historic Santa Maria Inn for the West Coast Kustoms Memorial Weekend, taking place May 21–24, 2026.

To ensure a smooth, safe, and enjoyable experience for all guests, please review the important lodging information and updated policies below. **These guidelines apply to all attendees staying at the Historic Santa Maria Inn.**

CHECK-IN & EARLY ARRIVAL

- Check-in time is 3:00 PM.
- Early arrival does not guarantee early room access.
- Rooms will only be released once they have been fully cleaned and inspected.
- The hotel will not expedite room cleaning based on early arrival.

Guests are strongly encouraged to contact the hotel on the day of arrival to inquire about room readiness prior to coming to the property.

Due to the high volume of arrivals and the significant number of guests requesting specific room numbers, room availability may vary throughout the day. While every effort is made to honor preferences, such requests may impact the time at which a room becomes available.

Please note that check-in is contingent upon the individual room being released by housekeeping and is not based on arrival sequence. The release of rooms is dependent on departure times, room conditions, and required servicing standards.

If another guest is accommodated earlier, this does not indicate that any party has been bypassed; it reflects only that their assigned room met readiness standards first.

We appreciate your cooperation and patience as our housekeeping and front office teams work diligently to prepare all accommodations in accordance with our cleanliness and quality requirements.

RESERVATIONS, PAYMENTS & CANCELLATIONS

- All permanent list reservations must be completed no later than **March 30, 2026**.
- Full prepayment is required at the time of booking.
- Reservations canceled between **March 30 and April 6, 2026** will receive a full refund.
- Reservations canceled **on or after April 6, 2026** are non-refundable unless a replacement guest is secured within five (5) business days.
- A **minimum three-night stay** is required. Earliest check-in is Thursday, May 21, 2026.

- Guests are responsible for completing and securing their own reservations. Unreserved rooms after the deadline **will be released.**

PARKING & VEHICLE POLICY (VERY IMPORTANT)

- The hotel does **not** mediate parking disputes between guests.
- All posted signage, barricades, fire lanes, and traffic controls must be followed.
- Vehicles parked in unauthorized areas (red zones, fire lanes, blocked access, or traffic obstructions) are subject to **immediate towing at the owner's expense** without notice.
- Aggressive or inappropriate behavior toward hotel staff regarding parking or towing will not be tolerated and may result in removal from the property and/or law enforcement involvement.
- Licensed security will be on site to manage parking compliance.

GUEST CONDUCT

- All guests are expected to treat hotel staff and fellow guests with professionalism and respect.
- Verbal abuse, aggressive behavior, or harassment will result in corrective action, up to and including removal from the property.

HOUSEKEEPING & CLEANLINESS

- Guests are expected to maintain reasonable cleanliness in rooms and common areas.
- Trash should be disposed of in proper receptacles.
- Excessive mess, debris, or unsanitary conditions may result in additional cleaning fees.

GENERAL HOTEL POLICIES

- The hotel is not responsible for lost, stolen, or damaged property.

We appreciate your cooperation and look forward to hosting another successful West Coast Kustoms Memorial Weekend. These guidelines are in place to protect guests, vehicles, staff, and the overall experience.

Safe travels, and we'll see you in May.

Warm regards,

Historic Santa Maria Inn Management