LINDEN & LARK SALON

Guest Policies & Appointment Prep Guide

Knowledge Base Document 02 of 2 | www.lindenandlark.example | November 16, 2026

Guest Care (all locations): (704) 555-0160 | Text: (704) 555-0164 | Monday-Friday 8:00 AM-7:00 PM, Saturday 8:00 AM-5:00 PM, closed Sunday. Email: hello@lindenandlark.example.

Locations & hours

Location	Address & phone	Hours
South End	1520 Camden Road, Suite 110, Charlotte, NC 28203 (704) 555-0161	Mon: Closed Tue-Thu: 9:00 AM - 8:00 PM Fri: 9:00 AM - 7:00 PM Sat: 8:00 AM - 5:00 PM Sun: 10:00 AM - 4:00 PM
Ballantyne	15210 John J. Delaney Drive, Suite 140, Charlotte, NC 28277 (704) 555-0162	Mon: 9:00 AM - 6:00 PM Tue-Thu: 9:00 AM - 8:00 PM Fri: 9:00 AM - 7:00 PM Sat: 8:00 AM - 5:00 PM Sun: Closed
NoDa	3215 North Davidson Street, Charlotte, NC 28205 (704) 555-0163	Mon-Tue: Closed Wed-Fri: 11:00 AM - 8:00 PM Sat: 9:00 AM - 6:00 PM Sun: 11:00 AM - 5:00 PM

Last appointment times: haircuts and blowouts can start up to 45 minutes before closing; color services must start at least 2 hours before closing; smoothing and extension services must start at least 3.5 hours before closing.

Booking & appointment policies

Booking	Book online at www.lindenandlark.example/book up to 90 days ahead, call Guest Care at (704) 555-0160, text us at (704) 555-0164, or call your salon directly.
Walk-ins	Walk-ins are welcome for blowouts, men's cuts, Barber Room services (Ballantyne), brow waxing, and classic manicures when openings allow. Most other services need an appointment, and color, smoothing, and extension services always do.
Card on file & deposits	A credit card is required to hold every appointment. A 50% deposit is charged at booking for hair extensions, color correction, vivid/fashion color, and any appointment estimated at $300 or more. Deposits are applied to your service.
Cancellations	We ask for 48 hours' notice to cancel or reschedule. Cancellations with less than 48 hours' notice are charged 50% of the reserved services, and no-shows are charged 100%. We waive one late-cancellation fee per guest every 12 months.
Late arrivals	We hold your appointment for 15 minutes. If you arrive more than 15 minutes late, we may need to shorten your service or reschedule, and the late-cancellation fee may apply.
Illness	Call or text to reschedule. The late-cancellation fee is waived for illness when you contact us before your appointment time.
Weather	If Charlotte-Mecklenburg Schools close for weather, we may delay opening and will text you. No fee for weather reschedules.
Satisfaction guarantee	If you are not happy with your service, call within 7 days and we will book a complimentary adjustment with your stylist (or another stylist of your choice). Services are not refundable.

Payments	We accept Visa, Mastercard, American Express, Discover, Apple Pay, Google Pay, cash, and Linden & Lark gift cards. We do not accept personal checks.
Gratuity	Gratuity is appreciated but never required, and it is not included in our prices. You can add a tip to your card at checkout or leave cash for your stylist.
Sales tax	North Carolina sales tax (7.25% in Mecklenburg County) is added to retail product purchases. Salon services are not taxed.
Children	Children are welcome. Kids' cuts are available at all three locations (Kids' Cut Saturdays at Ballantyne). For safety around hot tools and chemicals, children who are not receiving a service must be supervised by an adult other than the guest in the chair.

How to prepare for your appointment

Haircuts	Arrive with hair styled the way you usually wear it.
Curl Cuts	Arrive with hair dry, detangled, and in its natural state. No clips, buns, or heavy product.
Color	Bring 2-3 inspiration photos. Washing 24-48 hours before lightening is fine; skip dry shampoo the day of. Tell us about box dye or henna when booking.
Keratin smoothing	Keep hair dry and down (no ponytails or clips) for 24 hours afterward.
Extensions	Free 30-minute consultation first; 50% deposit orders hair, which arrives in 5-7 business days.
Waxing	Hair about 1/4 inch long. Avoid retinoids and exfoliating acids on the area for 5 days.
Lash & brow tint	Guests who are new to us and booking a lash or brow tint need a free patch test at least 48 hours before the appointment. We also recommend a patch test before a first color service if you have sensitive skin or have reacted to hair color before. Patch tests take about 5 minutes and can be done at the front desk of any location during open hours.

Health, safety & accessibility

All three locations are wheelchair accessible. South End and Ballantyne have ADA-height shampoo bowls; NoDa has a reclining shampoo chair and step-free access from the rear lot. Quiet Hour: Tuesdays 9:00-11:00 AM at Ballantyne we dim the lights, turn the music down, and avoid running blow dryers at neighboring chairs. Great for guests with sensory sensitivities, including kids. Request it when you book. Service animals are welcome everywhere; leashed dogs are welcome in the NoDa lobby only. We use nitrile gloves and offer ammonia-free and low-fragrance products. Tools are disinfected between every guest per North Carolina Board of Cosmetic Art Examiners rules.

Holiday hours 2026-2027

Holiday	Date	Hours
Thanksgiving Day	Thursday, November 26, 2026	Closed (all locations)
Black Friday	Friday, November 27, 2026	Open 8:00 AM-6:00 PM at South End and Ballantyne; NoDa 11:00 AM-6:00 PM
Christmas Eve	Thursday, December 24, 2026	Close at 2:00 PM (all locations)
Christmas Day	Friday, December 25, 2026	Closed (all locations)
Saturday after Christmas	Saturday, December 26, 2026	Regular hours
New Year's Eve	Thursday, December 31, 2026	Close at 3:00 PM (all locations)
New Year's Day	Friday, January 1, 2027	Closed (all locations)
Team Education Day	Sunday, February 7, 2027	Closed (South End and NoDa; Ballantyne is always closed Sundays)

Holiday	Date	Hours
Easter Sunday	Sunday, March 28, 2027	Closed (all locations)
Memorial Day	Monday, May 31, 2027	Ballantyne closed (South End and NoDa are always closed Mondays)
Independence Day (observed)	Monday, July 5, 2027	Ballantyne closed
Labor Day	Monday, September 6, 2027	Ballantyne closed