

Runway

24-hour Cancellation Policy

Your appointments are very important to the all members of our team at Runway. Time allocated for an appointment is reserved especially for you. We understand that sometimes unavoidable schedules adjustments are necessary; therefore, we respectfully request at least 24 hours notice for cancellations.

Please understand that “NO SHOWS” and “TARDINESS” is a missed opportunity and severely affect our ability to maintain a high standard of services throughout.

As our services are reserved for you personally, a cancellation will apply in the following circumstances:

- Less than 24 hour notice will result in a charge equal to 50% of the reserved service amount.
- “NO SHOWS” will be charged at 100% of the reserved service amount.
- Appointments made within a 24 hour period will require a cancellation notice a minimum of 2 hours before the scheduled appointment, or a charge equal to 50% of the reserved service amount will be applied.
- For reserved service of £100 or more, a deposit of £50 will be required.
All major credit cards accepted.

The Runway Team is committed to maintain our tradition of excellence. Thank you for viewing and supporting our policies criteria.

CONFIRMATION CALLS

As a courtesy, we will call and confirm your service appointments 48 hour prior to your appointment date. However, if we are unable to reach you by telephone call, we will follow up with mobile text message or and email.

Please help us retain our reputation of excellent service by remembering your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.