



The Healing Tree Center - Patient Policies

Payment Policy

The Healing Tree Center accepts payment in Peruvian soles and US Dollars. A 50% non-refundable deposit is required the day of patients volcanic water cleansing ceremony one day prior to their retreat / ceremony. The remainder of their payment is due the morning of their retreat /ceremony commencing.

Missed Bookings / Cancellation Policy

Our goal is to provide quality individualized shamanic medical care in a timely manner. We try to be as flexible as possible and accommodate our patients schedules and we will accept short-notice bookings as long as sufficient time is available for patients to perform their pre-retreat preparations. All bookings and or cancellations must be confirmed in writing (email). Verbal notice is not valid.

Missed bookings and cancellations create inconvenience to our staff, shamans, and prevent the scheduling of other patients. We understand situations arise when patients may need to make changes prior to their scheduled booking starting, and advance notice helps us be respectful of our staff and shamans schedules and allows us to be considerate of other patients who who would like to book with us.

However, if cancellations occur after the volcanic water cleanse is performed, or at any point during their retreat once it has started, no refund will be provided.

In the case of rescheduling retreats/ceremonies for situations that arise that are outside of The Healing Tree Center's responsibility / control, if notice is received within an acceptable notice period (three days) patients may reschedule their appointment to a time more convenient for them based on the Center's availability.

Patient Responsibilities

Communication:

We require patients to be completely honest when completing their health questionnaire, especially regarding drug or medication use so that we can ensure patient safety and a complete diagnosis. The Healing Tree Center is a judgment-free zone!

We request respectfully that patients voice any questions or queries about our services without delay so we may assist them in a timely manner.

Openness & Respect:

We request that patients start their journey with: commitment, respect, an open mind, and an open heart.