



The Healing Tree Center - Patient Policies

Payment Policy

The Healing Tree Center accepts payment in US Dollars and Peruvian soles at a set exchange rate (3.4%). To ensure optimum focus and personalized care and attention for our patients, we set limits on the number of patients we treat at any given time. Booking availability is on a first-come first-served basis. Securing your booking in advance can be done via Paypal by paying a 50% deposit. Payments are to include a 6.5% Paypal processing fee, and made in USD to: thehealingtreecenter@gmail.com. Once a deposit has been made, you will receive a confirmation email guaranteeing your reservation for your preferred dates.

The remaining payment is due the day of patient's volcanic water cleanse.

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 would like to book with us. If cancellations occur more than 30 days of securing a reservation / booking, the full 50% deposit will be reimbursed; if 15 – 29 days in advance, 30% of the deposit will be reimbursed; if 5-14 days in advance, 50% of the deposit will be reimbursed; 4 days or less before your reservation, no reimbursement will be provided. No refund will be provided should cancellations occur once the retreats have commenced.

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, patients may reschedule their booking 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, and trauma history so that we can ensure patient safety and a complete diagnosis. The Healing Tree Center is a supportive and 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.

Confidentiality:

Every patient's journey is private and specific to them. Different groups of patients may be present at the same time at our center for retreats depending on our booking availability. At The Healing Tree Center all patient records are maintained in a confidential manner, and for this purpose we cannot provide personal contact information. We request that patients be respectful of other persons needs, privacy and journeys. This includes being respectful of other patients requests and personal preferences for private spaces, or minimal or no contact post-retreat.