



## The Healing Tree Center - Patient Policies

### Booking Policy

To ensure optimum focus and personalized care and attention for our patients, we set limits on the number of participants we treat at any given time. Retreats are booked on a first-come first-served basis. Bookings are secured / confirmed only upon receipt of a 50% deposit. Once a deposit has been made, you will receive a confirmation email guaranteeing your reservation for your preferred dates. The remaining 50% will be collected the day of your medical volcanic water cleanse. Retreats will not commence unless complete payment has been made in full prior to the retreat start date.

### Payment Policy

The Healing Tree Center accepts payment in US Dollars and Peruvian soles at a set exchange rate (3.4%).

Deposits to secure your booking can be made via:

Paypal - in USD to [thehealingtreecenter@gmail.com](mailto:thehealingtreecenter@gmail.com). Payments are to include a 6.5% Paypal processing fee.

Western Union – <https://www.westernunion.com> in USD to the payee: Italo Jesus Ponce Lopez, and by emailing the Money Transfer Control Number (MTCN) of the payment to [thehealingtreecenter@gmail.com](mailto:thehealingtreecenter@gmail.com)

Bank Transfer – in USD to BCP Bank. Payments are to include a \$24 USD bank processing fee. Account Number 002-285-3815-6814-1-02-55. Name on the account: Italo Jesus Ponce Lopez. Address: Avenida El Sol #189, Cusco, Cusco, Cusco, Peru (the word 'Cusco' repeated this way is not a mistake). Swift Code: BCPLPEPL

### 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 participants 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 participants. 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, 15% 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 – this pertains also to those deemed unfit to participate in a retreat once the retreat has commenced and during their retreat. 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, but for patient safety we reserve the right to refuse treatment to patients with the following conditions: pregnancy, heart surgery /pacemakers, mental illness (e.g. schizophrenia, bipolarism), blood disease. Patients who do not complete all of The Healing Tree Center's 7-Phases of Patient Health & Safety, which are mandatory to ensure patient safety and well-being, will not be able to participate in their retreat. If on the day of the retreat, or at any time during their retreat any patient is deemed to be unfit to continue, or is in possession of prohibited items, they will not be able to participate in / continue their retreat. We request respectfully that patients voice any questions or queries about our services without delay so we may assist them in a timely manner.

### Code of Conduct, Openness & Respect:

We request that patients start their journey with: commitment, respect, an open mind, and an open heart. Focus should be centered at all times around safety, healing, self-respect, respect for others, and respect for the plant medicines. Thus, the retreat environment is substance free, and patients who bring prohibited substances (alcohol, medications, pills, recreational drugs, both over the counter and prescriptions, oral contraceptives, and other plant medicines or herbal remedies) will not be able to participate in their retreat.

### 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. Patients who have already participated in ceremony are to refrain from discussing their ceremony experiences with new patients. Keeping the details of ceremonies private ensures new patients are not influenced, expectant, judgmental, under or overwhelmed and their first ceremony remains truly subjective and unique for their needs. Due to the personal nature of the work done at The Healing Tree Center, patients shall not discuss the details of other patient's ceremonies or experiences without their expressed permission in writing. This includes mentioning other patients by name or identifying details in any form private or public (such as but not limited to: vlogging, blogging or reviews).

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 can only provide information to those listed as emergency contacts of the patient, and only then with the utmost discretion, and in emergency situations only. We request that patients be respectful of other persons needs, privacy and journeys. This includes being respectful of other participants requests and personal preferences for private spaces, or minimal or no contact post-retreat. We do take group photos at the end of the retreats so as not to interfere with patients treatment and to respect its sacredness. Photos are used to document patient activities and are used anonymously in The Healing Tree Center's promotional material, and by signing this patients agree to allow The Healing Tree Center to use any photos for these purposes.