



## **THE HEALING TREE CENTER - PATIENT POLICIES**

### **Terms & Conditions**

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.

We request 50% deposit to secure your retreat. Any fee from the different method's payment we have are not included in the cost of the retreat. Retreats will not commence unless complete payment has been made in full prior to the retreat start date.

The retreat payment is non refundable. 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.

In the case of cancellations for situations that arise that are outside of The Healing Tree Center's responsibility/control, you may reschedule your retreat to a time more convenient for you within a two year period.

In order to avoid any inconvenience we kindly ask to everyone before making a booking to inform us of any physical medical conditions and any current medication you could be taking, to provide you the right care you deserve in an Ayahuasca retreat.



We require everyone 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.

If one must leave the retreat center, deemed unable to continue or is in possession of prohibited items/substances, no full or partial refunds will be credited.

At The Healing Tree Center all records are maintained in a confidential manner, and for this purpose we do not provide personal contact information. We request everyone 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.

We do not share or post any photos or videos of one without their approval.

### **Payment Policy**

Deposits to secure your booking can be made via:

Paypal - in USD to [thehealingtreecenter@gmail.com](mailto:thehealingtreecenter@gmail.com). Transaction fees are not included in the package.



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 \$25 USD bank processing fee. Account Number 002-285-13815-6814-1-02-55. 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.

### **Patient Responsibilities**

Openness & Respect:

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

The focus should be centered at all times on safety, healing, self-respect, respect for others and respect for medicinal plants.