

Ride Cancellation Policy

Effective date: 12/01/2025

At Heal Wheel LLC, we strive to provide reliable and timely transportation for all clients. Because each trip requires dedicated scheduling of drivers and vehicles, the following cancellation policy applies:

Cancellations Made the Day Before

No charge. You may cancel your ride any time before the day of service without any fees.

Same-Day Cancellations

If you cancel on the same day, and more than 2 hours before your scheduled pickup time, a 50% fee will apply.

Cancellations Within 2 Hours of Scheduled Ride

If you cancel within 2 hours of your scheduled pickup time, you will be billed 75% of cost of the trip.

No-Show Policy

Full ride charge. If the passenger is not present at the pickup location and we are unable to make contact, the ride will be marked as a no-show and billed at the full rate.

Please contact us at (206) 797-7300 or sales@healwheelllc.com for cancellation-related questions.