

# **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](mailto:sales@healwheelllc.com) for cancellation-related questions.