

Payment Policy

Effective date: 12/01/2025

To ensure smooth, reliable service for all clients, Heal Wheel LLC requires a valid payment card on file when booking a ride. This allows us to confirm appointments, reduce no-shows, and simplify billing.

Payment Card Required to Confirm a Ride

A valid credit or debit card must be placed on file at the time of booking. Your card information is stored securely through our PCI-compliant payment processor. We do not store or handle your card details directly.

Authorization Hold (Refundable)

When a ride is booked, our system will place a refundable \$25 authorization hold on your card to verify that:

- the card is valid
- the card has not expired
- the card can accept future charges

This \$25 is not a fee. It will either:

- be refunded, or
- be deducted from your final trip cost

Payment After Service

Once the ride is complete, your card on file will be charged for:

- the trip fare
- additional wait time
- any additional approved services

A receipt will be emailed or texted to you automatically.

Failed or Declined Payments

If a payment is declined, the client or facility is responsible for providing an alternative form of payment before new rides can be scheduled.