Rules of Working Together

Last updated: August 2026

Session length

Individual consultations last 50 minutes; couples and family therapy sessions last 90 minutes. If a client arrives late, the session cannot be extended beyond the scheduled 50 or 90 minutes from the original start time, and the full fee is still due. Please let me know if you expect to be more than 10 minutes late. If I don't hear from you, I will try to reach you to arrange a new time, if needed.

In-person sessions take place in Budapest. As I hold consultations at more than one location, the exact location will be confirmed between us when booking an in-person session. For online sessions, we will agree in advance on the platform and any technical requirements. If you'd like to switch an in-person session to an online one, please let me know at least 24 hours before the session; otherwise I will try to accommodate the request, but am not obligated to do so.

Staying in touch

Between sessions, you can reach me by email or phone; I aim to respond within 72 hours (e.g. for rescheduling or running late).

In a crisis, I can be reached by email (sulics.nora@gmail.com) or phone on weekdays 9:00–18:00 (if unavailable, I will respond within 24 hours).

Outside these hours in a crisis, you can call the Hungarian Association of Telephone Emergency Services (Lelki Elsősegély): 116 123, or emergency services: 112. Help is also available at the Crisis Outpatient Unit of Péterfy Sándor Street Hospital in Budapest, or the psychiatric department of your local hospital outside Budapest.

Cancellation policy

If you arrive early, please note that in most cases I'm only free to answer the door 5–10 minutes before your session starts, since I'm usually finishing up with the previous client, this protects everyone's uninterrupted time.

Please let me know as soon as possible if you need to cancel, so someone else may be able to take the slot, or so I can plan accordingly.

Sessions can be cancelled free of charge with at least 48 hours' notice. Within that window: cancelling within 24 hours (including due to illness) is charged at the full session fee; cancelling between 24 and 48 hours before is charged at half the session fee.

If for any reason you're unable to continue the process, please let me know as soon as possible.

If sessions are cancelled repeatedly in a row, I cannot guarantee I'll be able to keep your regular time slot open.

Payment

Cash payment is accepted any time after the session, without issue.

Bank transfer: an invoice is emailed after the session, by the last day of that week at the latest, and includes my bank account number. Please always include the invoice reference number (E-SN-...) in the payment note. Please make transfers by the stated payment deadline.

A session can only take place once the fee for the previous session has been paid. If a session remains unpaid, the next session cannot go ahead until the outstanding fee is received. In this situation, I may decline to continue our work together until it is resolved.