

Alliance Healthcare UK Opening Hours Easter, 2019 For Pharmacy / Retail

Alliance Healthcare – keeping you informed

Over the Easter period, our Service Centres' opening hours will be changing, but as always we offer emergency courier service wherever required. Please retain a copy of this information for your records.

England and Wales

Date	Working	Cut-off	Delivery
Thursday 18 April	Normal Day	Normal Day	Standard AM and PM
Friday 19 April	Closed	N/A	No delivery. Emergency call out service only.
Saturday 20 April	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Wednesday 17 April, 2019
Sunday 21 April	Closed	N/A	No delivery. Emergency call out service only.
Monday 22 April	Closed	N/A	No delivery. Emergency call out service only.
Tuesday 23 April	Normal Day	Normal Day	AM delivery of orders placed after normal cut-off Sunday 21 April. PM delivery as normal.

Scotland

Date	Working	Cut-off	Delivery
Thursday 18 April	Normal Day	Normal Day	Standard AM and PM
Friday 19 April	Normal Day	Normal Day	Standard AM and PM
Saturday 20 April	Normal Day	Normal Day	Standard AM
Sunday 21 April	Normal Day	Normal Day	No delivery. Emergency call out service only.
Monday 22 April	Closed	N/A	No delivery. Emergency call out service only.
Tuesday 23 April	Normal Day	Normal Day	AM delivery of orders placed after normal PM cut-off Friday 19 April, and up to normal cut-off Sun 21 April. PM delivery as normal.

Northern Ireland

Date	Working	Cut-off	Delivery
Thursday 18 April	Normal Day	Normal Day	Standard AM and PM
Friday 19 April	Normal Day	Normal Day	Standard AM and PM
Saturday 20 April	Normal Day	Normal Day	Standard AM
Sunday 21 April	Normal Day	Normal Day	No delivery. Emergency call out service only.
Monday 22 April	Closed	N/A	No delivery. Emergency call out service only.
Tuesday 23 April	Closed	N/A	No delivery. Emergency call out service only.
Wednesday 24 April	Normal Day	Normal Day	Standard AM and PM - AM Deliveries all orders received after normal cut off on Friday 19 April, and up to normal cut-off Sunday 21 April. PM delivery as normal.

Emergency Order Process – all sites

Please see below our standard Emergency Order Process details.

Service Centre	Contact number	Emergency contact	Contact number (out of hours)
Chessington	0330 100 0448	Interserve	0208 739 1450
Croydon		The Keyholding Company	0870 770 6880
Letchworth		Arena Security	01462 481 811
Hinckley		Manor Security	02476 344 130
Leeds		Nationwide Security	01132 760 330
Swansea		OCS	02920 739 880
Preston		Sector Security	01772 794 728/9
Newcastle		Axis Security	0208 269 9280
Coatbridge		Axis Security	0208 269 9280
Exeter		Marsh Barton Security	01392 426 947
Belfast		Sword Security	02879 300 456 / 028 7963 4552

In the event of an **emergency** (i.e., urgent CD lines being required) **when the Service Centre is open**, please call customer service on **0330 100 0448**

For **emergency** order support **when the Service Centre is closed**, we can be contacted via our security companies as follows:

1. Telephone the relevant number shown in the table above for your local Service Centre.
2. Provide your name, account number and telephone number and ask the operator to read these back to you.

3. The relevant company will then contact our duty manager who will contact you to make the necessary arrangements.

Please note, all emergency call outs will incur a £100 charge, plus courier charges.

During this peak trading period, when there is exceptional demand throughout our business, we thank you for your cooperation in ensuring that your transmission times are strictly adhered to.