

Alliance Healthcare UK Opening Early and Late May Bank Holiday, 2019 For Pharmacy / Retail

Alliance Healthcare – keeping you informed

Over the Early May Bank Holiday period and Late May Bank Holiday 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

Early May Bank Holiday details

Date	Working	Cut-off	Delivery
Friday 3 May	Normal Day	Standard	Standard AM and PM
Saturday 4 May	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 3 May
Sunday 5 May	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 6 May	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 7 May	Normal Day	Standard	AM delivery of orders placed after normal cut off Friday 3 May and up to normal cut off Sunday 5 May

Late May Bank Holiday details

Date	Working	Cut-off	Delivery
Friday 24 May	Normal Day	Standard	Standard AM and PM
Saturday 25 May	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 24 May
Sunday 26 May	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 27 May	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 28 May	Normal Day	Standard	AM delivery of orders placed after normal cut off on Friday 24 May and up to normal cut off Sun 27 May.

Please see next page for Scotland details.

Scotland

Early May Bank Holiday details

Date	Working	Cut-off	Delivery
Friday 3 May	Normal Day	Standard	Standard AM and PM
Saturday 4 May	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 3 May
Sunday 5 May	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 6 May	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 7 May	Normal Day	Standard	AM delivery of orders placed after normal cut off Friday 3 May and up to normal cut off Sun 5 May

Late May Bank Holiday details

Date	Working	Cut-off	Delivery
Friday 24 May	Normal Day	Standard	Standard AM and PM
Saturday 25 May	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 24 May
Sunday 26 May	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 27 May	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 28 May	Normal Day	Standard	AM delivery of orders placed after normal cut off Friday 24 May and up to normal cut off Sun 27 May

Please see next page for Northern Ireland details.

Northern Ireland

Early May Bank Holiday details

Date	Working	Cut-off	Delivery
Friday 3 May	Normal Day	Standard	Standard AM and PM
Saturday 4 May	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 3 May
Sunday 5 May	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 6 May	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 7 May	Normal Day	Standard	AM delivery of orders placed after normal cut off Friday 3 May and up to normal cut-off Sun 5 May.

Late May Bank Holiday details

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Friday 24 May	Normal Day	Standard	Standard AM and PM
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Sunday 26 May	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 27 May	Normal Day	N/A	Standard AM and PM
Tuesday 28 May	Normal Day	Standard	Standard AM and PM

Please see next page for out of hours Emergency order details

Emergency Order Process – all sites

Please see below our standard out of hours 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.