

Alliance Healthcare UK Opening Hours Christmas and New Year, 2018
For Pharmacy / Retail

Alliance Healthcare – keeping you informed

Over the Christmas and New Year 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
Saturday 22 December	Normal Day	Normal Day	AM delivery of orders placed up to normal cut-off on the evening of Friday 21 December 2018
Sunday 23 December	Normal Day	Normal Day	No delivery. Emergency call out service only.
Monday 24 December	Normal Day	Normal Day	Standard AM and PM
Tuesday 25 December	Closed	N/A	No delivery. Emergency call out service only.
Wednesday 26 December	Closed	N/A	No delivery. Emergency call out service only.
Thursday 27 December	Normal Day	Normal Day	Standard AM and PM
Friday 28 December	Normal Day	Normal Day	Standard AM and PM
Saturday 29 December	Normal Day	Normal Day	AM delivery of orders placed up to normal cut-off on the evening of Friday 28 December 2018
Sunday 30 December	Normal Day	Normal Day	No delivery. Emergency call out service only.
Monday 31 December	Normal Day	Normal Day	Standard AM and PM
Tuesday 1 January	Closed	N/A	No delivery. Emergency call out service only.
Wednesday 2 January	Normal Day	Normal Day	Standard AM and PM
Thursday 3 January	Normal Day	Normal Day	Standard AM and PM

Please see next page for Scotland and Northern Ireland details

Scotland

Date	Working	Cut-off	Delivery
Saturday 22 December	Normal Day	Normal Day	AM delivery of orders placed up to normal cut-off on the evening of Friday 21 December 2018
Sunday 23 December	Normal Day	Normal Day	No deliveries. Emergency call out service only
Monday 24 December	Normal Day	Normal Day	Standard AM and PM
Tuesday 25 December	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 26 December	Closed	N/A	No deliveries. Emergency call out service only
Thursday 27 December	Normal Day	Normal Day	Standard AM and PM
Friday 28 December	Normal Day	Normal Day	Standard AM and PM
Saturday 29 December	Normal Day	Normal Day	AM delivery of orders placed up to normal cut-off on the evening of Friday 28 December 2018
Sunday 30 December	Normal Day	Normal Day	No deliveries. Emergency call out service only
Monday 31 December	Normal Day	Normal Day	Standard AM and PM
Tuesday 1 January	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 2 January	Closed	N/A	No deliveries. Emergency call out service only
Thursday 3 January	Normal Day	Normal Day	Standard AM and PM

Northern Ireland

Date	Working	Cut-off	Delivery
Saturday 22 December	Normal Day	Normal Day	AM delivery of orders placed up to normal cut-off on the evening of Friday 21 December 2018
Sunday 23 December	Normal Day	Normal Day	No deliveries. Emergency call out service only
Monday 24 December	Normal Day	Normal Day	Standard AM and PM
Tuesday 25 December	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 26 December	Closed	N/A	No deliveries. Emergency call out service only
Thursday 27 December	Normal Day	Normal Day	Standard AM and PM
Friday 28 December	Normal Day	Normal Day	Standard AM and PM
Saturday 29 December	Normal Day	Normal Day	AM delivery of orders placed up to normal cut-off on the evening of Friday 28 December 2018
Sunday 30 December	Normal Day	Normal Day	No deliveries. Emergency call out service only
Monday 31 December	Normal Day	Normal Day	Standard AM and PM
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Thursday 3 January	Normal Day	Normal Day	Standard AM and PM

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.