

## Alliance Healthcare UK Opening August Bank Holiday, 2019 For Pharmacy / Retail

### Alliance Healthcare – keeping you informed

Over the August Bank Holiday, our service centres' opening hours will be changing, but as always we offer an emergency courier service wherever required. Please retain a copy of this information for your records.

### England and Wales

#### *August Bank Holiday details*

Date	Working	Cut-off	Delivery
Friday 23 August	Normal Day	Standard	Standard AM and PM
Saturday 24 August	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 23 August
Sunday 25 August	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 26 August	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 27 August	Normal Day	Standard	AM delivery of orders placed up to normal cut-off on Sunday 25 August. PM delivery as normal

### Scotland

#### *August Bank Holiday details*

Date	Working	Cut-off	Delivery
Friday 23 August	Normal Day	Standard	Standard AM and PM
Saturday 24 August	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 23 August
Sunday 25 August	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 26 August	Normal Day	Standard	AM delivery of orders placed up to normal cut-off on Sunday 25 August. PM delivery as normal
Tuesday 27 August	Normal Day	Standard	Standard AM and PM

Please see next page for Northern Ireland details

## **Northern Ireland**

### *August Bank Holiday details*

<b>Date</b>	<b>Working</b>	<b>Cut-off</b>	<b>Delivery</b>
Friday 23 August	Normal Day	Standard	Standard AM and PM
Saturday 24 August	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 23 August
Sunday 25 August	Normal Day	Standard	No deliveries. Emergency call out service only
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### **Emergency Order Process – all sites**

Please see below our standard out of hours Emergency Order Process details:

<b>Service Centre</b>	<b>Contact number</b>	<b>Emergency contact</b>	<b>Contact number (out of hours)</b>
Chessington	<b>0330 100 0448</b>	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
Newcastle		Axis Security	0208 269 9280
Coatbridge		Axis Security	0208 269 9280
Exeter		Marsh Barton Security	01392 426 947
Belfast		Sword Security	02890 503 040

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.