

Alliance Healthcare UK Opening Christmas & New Year 2020-2021

For Pharmacy/Retail - England and Wales

Date	Working	Cut-off	Delivery
Wednesday 23 December 2020	Normal Day	Standard	Standard AM and PM
Thursday 24 December 2020	Normal Day	18:00 PM	Standard delivery AM and PM, 18:00PM Cut Off for all Medical orders
Friday 25 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Saturday 26 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Sunday 27 December 2020	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 28 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 29 December 2020	Normal Day	Standard	AM delivery of orders placed after normal PM delivery cut off on Thursday 24th December 2020 and up to normal cut-off on Sunday 27th December 2020. Normal PM Deliveries
Wednesday 30 December 2020	Normal Day	Standard	Standard AM and PM
Thursday 31 December 2020	Normal Day	18:00 PM	Standard delivery AM and PM, 18:00PM Cut Off for all Medical orders
Friday 1 January 2021	Closed	N/A	No deliveries. Emergency call out service only
Saturday 2 January 2021	Normal Sat	N/A	Delivery of orders placed after normal PM delivery cut off on Thursday 31st December 2020 and up to 18:00 PM on Thursday 31st December.
Sunday 3 January 2021	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 4 January 2021	Normal Day	Standard	AM delivery of orders placed after 18:00 PM on Thursday 31st December 2020 and up to normal cut-off on Sunday 3rd January 2021. Normal PM Deliveries
Tuesday 5 January 2021	Normal Day	Standard	Standard AM and PM



Alliance Healthcare keeping you informed

Over the Christmas and New Year Holiday 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.

Please see next page for Scotland details.

Alliance Healthcare

Member of Walgreens Boots Alliance

Alliance Healthcare UK Opening Christmas & New Year 2020-2021

For Pharmacy/Retail - Scotland

Date	Working	Cut-off	Delivery
Wednesday 23 December 2020	Normal Day	Standard	Standard AM and PM
Thursday 24 December 2020	Normal Day	18:00 PM	Standard delivery AM and PM, 18:00PM Cut Off for all Medical orders
Friday 25 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Saturday 26 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Sunday 27 December 2020	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 28 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 29 December 2020	Normal Day	Standard	AM delivery of orders placed after normal PM delivery cut off on Thursday 24th December 2020 and up to normal cut-off on Sunday 27th December 2020. Normal PM Deliveries
Wednesday 30 December 2020	Normal Day	Standard	Standard AM and PM
Thursday 31 December 2020	Normal Day	18:00 PM	Standard delivery AM and PM, 18:00PM Cut Off for all Medical orders
Friday 1 January 2021	Closed	N/A	No deliveries. Emergency call out service only
Saturday 2 January 2021	Closed	N/A	No deliveries. Emergency call out service only
Sunday 3 January 2021	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 4 January 2021	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 5 January 2021	Normal Day	Standard	AM delivery of orders placed after normal PM delivery cut off on Thursday 31st December 2020 and up to normal cut-off on Sunday 3rd January 2021. Normal PM Deliveries



Alliance Healthcare keeping you informed

Over the Christmas and New Year Holiday 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.

Please see next page for Northern Ireland details.



Alliance HealthcareTM

Member of Walgreens Boots Alliance

Alliance Healthcare UK Opening Christmas & New Year 2020-2021

For Pharmacy/Retail - Northern Ireland

Date	Working	Cut-off	Delivery
Wednesday 23 December 2020	Normal Day	Standard	Standard AM and PM
Thursday 24 December 2020	Normal Day	18:00 PM	Standard delivery AM and PM, 18:00PM Cut Off for all Medical orders
Friday 25 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Saturday 26 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Sunday 27 December 2020	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 28 December 2020	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 29 December 2020	Normal Day	Standard	AM delivery of orders placed after normal PM delivery cut off on Thursday 24th December 2020 and up to normal cut-off on Sunday 27th December 2020. Normal PM Deliveries
Wednesday 30 December 2020	Normal Day	Standard	Standard AM and PM
Thursday 31 December 2020	Normal Day	18:00 PM	Standard delivery AM and PM, 18:00PM Cut Off for all Medical orders
Friday 1 January 2021	Closed	N/A	No deliveries. Emergency call out service only
Saturday 2 January 2021	Normal Sat	N/A	AM delivery of all medical orders transmitted up to 18:00pm on Thursday 31st December 2020
Sunday 3 January 2021	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 4 January 2021	Normal Day	Standard	AM delivery of orders placed after 18:00 PM on Thursday 31st December 2020 and up to normal cut-off on Sunday 3rd January 2021. Normal PM Deliveries
Tuesday 5 January 2021	Normal Day	Standard	Standard AM and PM



Alliance Healthcare keeping you informed

Over the Christmas and New Year Holiday 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.

Please see next page for our NWOS details.



Alliance HealthcareTM

Member of Walgreens Boots Alliance

Alliance Healthcare UK Opening Christmas & New Year 2020-2021

For Pharmacy/Retail - NWOS

Date	Working	Cut-off	Delivery
Wednesday 23 December 2020	Normal Day	Standard	Standard Next Working Day
Thursday 24 December 2020	Normal Day	18:00 PM	Standard Next Working Day
Friday 25 December 2020	Closed	N/A	No deliveries.
Saturday 26 December 2020	Closed	N/A	No deliveries.
Sunday 27 December 2020	Closed	Standard	No deliveries.
Monday 28 December 2020	Closed	N/A	No deliveries.
Tuesday 29 December 2020	Normal Day	Standard	Delivery of orders placed after normal cut off on Wednesday 23rd December 2020
Wednesday 30 December 2020	Normal Day	Standard	Standard Next Working Day
Thursday 31 December 2020	Normal Day	Standard	Standard Next Working Day
Friday 1 January 2021	Closed	N/A	No deliveries.
Saturday 2 January 2021	Normal Sat	N/A	Standard Next Working Day
Sunday 3 January 2021	Closed	Standard	No deliveries.
Monday 4 January 2021	Normal Day	Standard	Delivery of orders placed after normal cut off on Wednesday 30th December 2020
Tuesday 5 January 2021	Normal Day	Standard	Standard AM and PM



Alliance Healthcare keeping you informed

Over the Christmas and New Year Holiday 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.

Please see next page for our Emergency Order Process.



Alliance Healthcare

Member of Walgreens Boots Alliance

Emergency Order Process – all sites

Please see below our standard Emergency Order Process details.

Service Centre	Contact	Emergency contact	Contact number (out of hours)
Belfast	0330 100 0448	Sword Security	028 9050 3040 / 028 9089 9009
Chessington		Chessington Gatehouse	0208 739 1450
Coatbridge		Axis Security	0208 269 9280
Croydon		The Keyholding Company	0870 770 6880
Exeter		Marsh Barton Security	01392 426 947
Hinckley		Manor Security	02476 344 130
Leeds		Nationwide Security	01132 760 330
Letchworth		Arena Security	01462 481 811
Newcastle		Axis Security	0208 269 9280
Nottingham		customerservice@alliance-healthcare.co.uk	
NWOS		Mitie Security	01908 671 317
Preston		Sector Security	01772 794 728/9
South Normanton		Security Plus	01889 565652
Swansea		OCS	02920 739 880

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.

