

Alliance Healthcare UK Opening Hours Easter, 2021

For Pharmacy / Retail

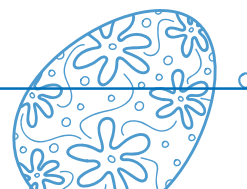
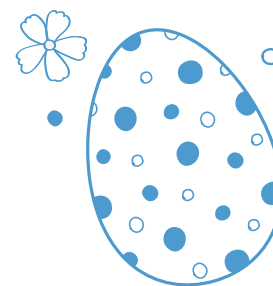
England and Wales

Date	Working	Cut-off	Delivery
Thursday 1 April	Normal Day	Standard	Standard AM and PM
Good Friday 2 April	Closed	N/A	No deliveries. Emergency call out service only.
Saturday 3 April	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Thursday 1 April 2021.
Easter Sunday 4 April	Normal Day	Standard	No deliveries. Emergency call out service only.
Easter Monday 5 April	Closed	N/A	No deliveries. Emergency call out service only.
Tuesday 6 April	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Sunday 4 April 2021. PM delivery as normal.

Scotland

Date	Working	Cut-off	Delivery
Thursday 1 April	Normal Day	Standard	Standard AM and PM.
Good Friday 2 April	Normal Day	Standard	Standard AM and PM.
Saturday 3 April	Normal Day	N/A	Standard AM delivery.
Easter Sunday 4 April	Normal Day	Standard	No deliveries. Emergency call out service only.
Easter Monday 5 April	Closed	N/A	No deliveries. Emergency call out service only.
Tuesday 6 April	Normal Day	Standard	AM delivery of orders placed up to normal cut off on Sunday 4 April 2021. PM delivery as normal.

Please see next page Northern Ireland, Nottingham and NWOS details.



Northern Ireland

Date	Working	Cut-off	Delivery
Thursday 1 April	Normal Day	Standard	Standard AM and PM.
Good Friday 2 April	Normal Day	Standard	Standard AM and PM.
Saturday 3 April	Normal Day	N/A	Standard AM delivery.
Easter Sunday 4 April	Normal Day	Standard	No deliveries. Emergency call out service only.
Easter Monday 5 April	Closed	N/A	No deliveries. Emergency call out service only.
Tuesday 6 April	Closed	N/A	No deliveries. Emergency call out service only.
Wednesday 7 April	Normal Day	Standard	Standard AM and PM - AM deliveries of all orders received after normal evening cut off on Friday 2 April 2021 and orders placed up to normal cut off on Sunday 4 April 2021. PM delivery as normal.

NWOS

Date	Working	Cut-off	Delivery
Thursday 1 April	Normal Day	Standard	Standard Next Day.
Good Friday 2 April	Closed	N/A	No deliveries. Emergency call out service only.
Saturday 3 April	Normal Day	N/A	Standard next day delivery (if applicable) of orders placed up to normal cut-off on the evening of Thursday 1 April 2021.
Easter Sunday 4 April	Normal Day	Standard	No deliveries. Emergency call out service only.
Easter Monday 5 April	Closed	N/A	No deliveries. Emergency call out service only.
Tuesday 6 April	Normal Day	Standard	Deliveries for customer which were closed on the Saturday 3 April, and ordered within cut off time on Thursday 1 April.
Wednesday 7 April	Normal Day	Standard	Standard next day delivery of orders placed up to normal cut-off on the evening of Tuesday 6 April 2021.

Please see next page for Service Centre Contact List details.

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.



Alliance Healthcare Service Centre Contact Listing

Service Centre	Customer Service	Customer Services Email Address	Emergency contact	Contact number (out of hours)
Belfast 118	0330 100 0448	customerservice@alliance-healthcare.co.uk	Sword Security	028 9050 3040 / 028 9089 9009
Chessington 101		customerservice@alliance-healthcare.co.uk	Chessington Branch Gate House	0208 739 1450
Coatbridge 121		customerservice@alliance-healthcare.co.uk	Axis Security	0208 269 9280
Croydon 102		customerservice@alliance-healthcare.co.uk	Croydon Duty Manager	07500 918 389
Exeter 116		customerservice@alliance-healthcare.co.uk	Marsh Barton Security	01392 426 947
Hinckley 105		customerservice@alliance-healthcare.co.uk	Manor Security	02476 344 130
Leeds 106		customerservice@alliance-healthcare.co.uk	Nationwide Security	01132 760 330
Letchworth 104		customerservice@alliance-healthcare.co.uk	Arena Security	01462 481 811
Newcastle 110		customerservice@alliance-healthcare.co.uk	Axis Security	0208 269 9280
Nottingham 117		customerservice@alliance-healthcare.co.uk	customerservice@alliance-healthcare.co.uk	N/A
NWOS		nwos.customerservice@nwossurgical.co.uk	Mitie Security	0333 207 6606
Preston 109		customerservice@alliance-healthcare.co.uk	Sector Security	01772 794 728 / 9
South Norm 107		customerservice@alliance-healthcare.co.uk	Security Plus	01889 565 652
Swansea 108	customerservice@alliance-healthcare.co.uk	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 on the next page 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.

