

# Alliance Healthcare UK Opening Hours August Bank Holiday

## For Pharmacy / Retail

### England and Wales

Date	Working	Cut-off	Delivery
Friday 27 August	Normal Day	Standard	Standard AM and PM
Saturday 28 August	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 27 August
Sunday 29 August	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 30 August	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 31 August	Normal Day	Standard	AM delivery of orders placed after normal cut-off Sunday 29 August. PM delivery as normal

### Scotland

Date	Working	Cut-off	Delivery
Friday 27 August	Normal Day	Standard	Standard AM and PM
Saturday 28 August	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 27 August
Sunday 29 August	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 30 August	Normal Day	Standard	Standard AM and PM
Tuesday 31 August	Normal Day	Standard	Standard AM and PM



Please see next page Northern Ireland and NWOS details.

## Northern Ireland

Date	Working	Cut-off	Delivery
Friday 27 August	Normal Day	Standard	Standard AM and PM
Saturday 28 August	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 27 August
Sunday 29 August	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 30 August	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 31 August	Normal Day	Standard	AM delivery of orders placed after normal cut-off Sunday 29 August. PM delivery as normal

## NWOS

Date	Working	Cut-off	Delivery
Friday 27 August	Normal Day	Standard	Standard Next Day
Saturday 28 August	Normal Day	N/A	Standard next day delivery (if applicable) of orders placed up to normal cut-off on the evening of Friday 27 August 2021
Sunday 29 August	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 30 August	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 31 August	Normal Day	Standard	Deliveries for customers which were closed on Saturday 28 August and ordered pre-cut off time on Friday 27 August 2021

Please see next page for Service Centre Contact List details.



### Alliance Healthcare keeping you informed

Over the August 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.



**Alliance Healthcare**  
Bringing Healthcare Closer

In the event of an **emergency** (i.e., urgent CD lines being required) **when the Service Centre is open or closed**, please call customer service on

**0330 100 0448**



Outside of normal opening hours, when you enter your account number, you will hear a message advising you of your supplying Service Centre which you will need to make a note of, you will then be directed to the out of hours security company who will handle your call and direct it to the appropriate service centre.

The previous numbers will no longer be in use, so please ensure you update your records with the number above to ensure there is no delay with your request.

*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.

