

# Alliance Healthcare UK Opening Christmas & New Year 2021-2022

For Pharmacy/Retail - England and Wales

Date	Working	Cut-off	Delivery
Thursday 23 December 2021	Normal Day	Standard	Standard AM and PM deliveries
Friday 24 December 2021	Normal Day	Standard	Standard delivery AM and PM deliveries. Standard AM & PM cut off for all medical orders
Saturday 25 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Sunday 26 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Monday 27 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 28 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 29 December 2021	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 26 December 2021. Standard PM delivery
Thursday 30 December 2021	Normal Day	Standard	Standard AM and PM deliveries
Friday 31 December 2021	Normal Day	Standard	Standard delivery AM and PM deliveries. Standard AM & PM cut off for all medical orders
Saturday 1 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Sunday 2 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Monday 3 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 4 January 2022	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 2 January 2022. Standard PM delivery



## 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 an emergency courier service wherever required. Please retain a copy of this information for your records.

*Please see next page for Scotland details.*

# Alliance Healthcare UK Opening Christmas & New Year 2021-2022

*For Pharmacy/Retail - Scotland*

Date	Working	Cut-off	Delivery
Thursday 23 December 2021	Normal Day	Standard	Standard AM and PM
Friday 24 December 2021	Normal Day	Standard	Standard delivery AM and PM deliveries. Standard AM and PM cut off for all medical orders
Saturday 25 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Sunday 26 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Monday 27 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 28 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 29 December 2021	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 26 December 2021. Standard PM delivery
Thursday 30 December 2021	Normal Day	Standard	Standard AM and PM
Friday 31 December 2021	Normal Day	Standard	Standard delivery AM and PM deliveries, Standard AM and PM cut off for all medical orders
Saturday 1 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Sunday 2 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Monday 3 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 4 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 5 January 2022	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 2 January 2022. Standard PM delivery

## 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 an emergency courier service wherever required. Please retain a copy of this information for your records.

*Please see next page for Northern Ireland details.*

# Alliance Healthcare UK Opening Christmas & New Year 2021-2022

*For Pharmacy/Retail - Northern Ireland*

Date	Working	Cut-off	Delivery
Thursday 23 December 2021	Normal Day	Standard	Standard AM and PM deliveries
Friday 24 December 2021	Normal Day	Standard	Standard delivery AM and PM deliveries. Standard AM & PM cut off for all medical orders
Saturday 25 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Sunday 26 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Monday 27 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 28 December 2021	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 29 December 2021	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 26 December 2021. Standard PM delivery
Thursday 30 December 2021	Normal Day	Standard	Standard AM and PM deliveries
Friday 31 December 2021	Normal Day	Standard	Standard delivery AM and PM deliveries. Standard AM & PM cut off for all medical orders
Saturday 1 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Sunday 2 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Monday 3 January 2022	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 4 January 2022	Normal Day	Standard	AM delivery of orders placed up to standard cut off on Sunday 2 January 2022. Standard PM delivery

## 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 an emergency courier service wherever required. Please retain a copy of this information for your records.

*Please see next page for our NWOS details.*

# Alliance Healthcare UK Opening Christmas & New Year 2021-2022

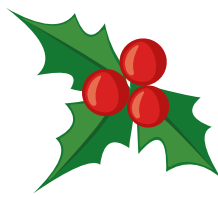
*For Pharmacy/Retail - NWOS*

Date	Working	Cut-off	Delivery
Thursday 23 December 2021	Normal Day	Standard	Standard Next Working Day Delivery
Friday 24 December 2021	Normal Day	Standard	Standard Next Working Day Delivery
Saturday 25 December 2021	Closed	N/A	No deliveries
Sunday 26 December 2021	Closed	N/A	No deliveries
Monday 27 December 2021	Closed	N/A	No deliveries
Tuesday 28 December 2021	Closed	N/A	No deliveries
Wednesday 29 December 2021	Normal Day	Standard	Delivery of orders placed after normal cut off on Friday 24 December 2021
Thursday 30 December 2021	Normal Day	Standard	Standard Next Working Day Delivery
Friday 31 December 2021	Normal Day	Standard	Standard Next Working Day Delivery
Saturday 1 January 2022	Closed	N/A	No deliveries
Sunday 2 January 2022	Closed	N/A	No deliveries
Monday 3 January 2022	Closed	N/A	No deliveries
Tuesday 4 January 2022	Normal Day	Standard	Delivery of orders placed after normal cut off on Friday 31 December 2021
Wednesday 5 January 2022	Normal Day	Standard	Standard Next Working Day Delivery

## 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 an emergency courier service wherever required. Please retain a copy of this information for your records.

*Please see next page for our Emergency Order Process.*



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 0449**

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.

