

# Alliance Healthcare UK Opening Hours August Bank Holiday 2022

*For Hospitals - England, Wales & Northern Ireland*

| Date                         | Working    | Cut-off  | Delivery   |
|------------------------------|------------|----------|--|
| Friday<br>26th August 2022   | Normal Day | Standard | Standard AM and PM.  |
| Saturday<br>27th August 2022 | Normal Day | N/A      | AM delivery of orders placed up to normal cut-off on the evening of Friday 26th August 2022.         |
| Sunday<br>28th August 2022   | Closed     | Standard | No deliveries. Emergency call out service only.  |
| Monday<br>29th August 2022   | Closed     | N/A      | No deliveries. Emergency call out service only.  |
| Tuesday<br>30th August 2022  | Normal Day | Standard | AM delivery of orders placed up to normal cut off on Sunday 28th August 2022. PM delivery as normal. |



## 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.

*Please see next page for Scotland details.*

# Alliance Healthcare UK Opening Hours August Bank Holiday 2022

*For Hospitals - Scotland*

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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.

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

## 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**

or

**0344 854 2183 (HAS)**

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.



**Alliance Healthcare**  
Bringing Healthcare Closer