

# Alliance Healthcare UK State Funeral of Queen Elizabeth II Bank Holiday Opening Hours

*For Pharmacy/Retail*

Date	Working	Cut-off	Delivery
Friday 16th September 2022	Normal Day	Standard	Standard AM and PM
Saturday 17th September 2022	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on the evening of Friday 16th September 2022
Sunday 18th September 2022	Closed	Standard	No deliveries. Emergency call out service only
Monday 19th September 2022	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 20th September 2022	Normal Day	Standard	AM delivery of orders placed up to normal cut-off on Sunday 18th September 2022. PM delivery as normal



## Alliance Healthcare - keeping you informed

Over the September 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 NWOS details.*

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

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## 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 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.



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