

Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Hospitals – England and Wales

Date	Working	Cut-off	Delivery
Friday 23rd December 2022	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 24th December 2022	Normal Day	N/A	AM delivery of orders placed up to normal order cut-off
Sunday 25th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Monday 26th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 27th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 28th December 2022	Normal Day	Standard	AM delivery of orders placed up to normal cut-off on Sunday 25th December 2022. Standard PM delivery
Thursday 29th December 2022	Normal Day	Standard	Standard AM and PM deliveries
Friday 30th December 2022	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 31st December 2022	Normal Day	N/A	AM delivery of orders placed up to normal order cut-off
Sunday 1st January 2023	Closed	N/A	No deliveries. Emergency call out service only
Monday 2nd January 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 3rd January 2023	Normal Day	Standard	Standard AM and PM deliveries
Wednesday 4th January 2023	Normal Day	Standard	Standard AM and PM deliveries

Alliance Healthcare - keeping you informed

Over the festive 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 Hospitals – Scotland details.



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Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Hospitals – Scotland

Date	Working	Cut-off	Delivery
Friday 23rd December 2022	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 24th December 2022	Normal Day	N/A	AM delivery of orders placed up to normal order cut-off
Sunday 25th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Monday 26th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 27th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 28th December 2022	Normal Day	Standard	AM delivery of orders placed up to normal cut-off on Sunday 25th December 2022. Standard PM delivery
Thursday 29th December 2022	Normal Day	Standard	Standard AM and PM deliveries
Friday 30th December 2022	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 31st December 2022	Normal Day	N/A	AM delivery of orders placed up to normal order cut-off
Sunday 1st January 2023	Closed	N/A	No deliveries. Emergency call out service only
Monday 2nd January 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 3rd January 2023	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 4th January 2023	Normal Day	Standard	AM delivery of orders placed up to normal cut-off on Sunday 1st January 2023. Standard PM delivery

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Please see next page for Hospitals – Northern Ireland details.



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Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Hospitals – Northern Ireland

Date	Working	Cut-off	Delivery
Friday 23rd December 2022	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 24th December 2022	Normal Day	N/A	AM delivery of orders placed up to normal order cut-off
Sunday 25th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Monday 26th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 27th December 2022	Closed	N/A	No deliveries. Emergency call out service only
Wednesday 28th December 2022	Normal Day	Standard	AM delivery of orders placed up to normal cut-off on Sunday 25th December 2022. Standard PM delivery
Thursday 29th December 2022	Normal Day	Standard	Standard AM and PM deliveries
Friday 30th December 2022	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 31st December 2022	Normal Day	N/A	AM delivery of orders placed up to normal order cut-off
Sunday 1st January 2023	Closed	N/A	No deliveries. Emergency call out service only
Monday 2nd January 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 3rd January 2023	Normal Day	Standard	Standard AM and PM deliveries
Wednesday 4th January 2023	Normal Day	Standard	Standard AM and PM deliveries

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Please see next page for NWOS details.



Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Hospitals – NWOS

Date	Working	Cut-off	Delivery
Friday 23rd December 2022	Normal Day	Standard	Standard next working day delivery
Saturday 24th December 2022	Normal Day	N/A	Standard next working day delivery (if applicable)
Sunday 25th December 2022	Closed	N/A	No deliveries
Monday 26th December 2022	Closed	N/A	No deliveries
Tuesday 27th December 2022	Closed	N/A	No deliveries
Wednesday 28th December 2022	Normal Day	Standard	Standard next working day delivery
Thursday 29th December 2022	Normal Day	Standard	Standard next working day delivery
Friday 30th December 2022	Normal Day	Standard	Standard next working day delivery
Saturday 31st December 2022	Normal Day	N/A	Standard next working day delivery (if applicable)
Sunday 1st January 2023	Closed	N/A	No deliveries
Monday 2nd January 2023	Closed	N/A	No deliveries
Tuesday 3rd January 2023	Normal Day	Standard	Standard next working day delivery
Wednesday 4th January 2023	Normal Day	Standard	Standard next working day delivery

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Please see next page for Hospitals – Channel Islands details.



Alliance Healthcare UK Christmas and New Year Bank Holiday Opening 2022-2023

For Hospitals – Channel Islands

Date	Working	Cut-off	Delivery
Friday 23rd December 2022	Normal Day	Standard	Standard delivery of orders placed up to 10am cut-off on Thursday 22nd December 2022
Saturday 24th December 2022	Closed	N/A	No deliveries
Sunday 25th December 2022	Closed	N/A	No deliveries
Monday 26th December 2022	Closed	N/A	No deliveries
Tuesday 27th December 2022	Closed	N/A	No deliveries
Wednesday 28th December 2022	Open	Standard	No deliveries
Thursday 29th December 2022	Normal Day	Standard	Standard delivery of orders placed up to 10am cut-off on Friday 23rd through to Wednesday 28th December 2022
Friday 30th December 2022	Normal Day	Standard	Standard next working day delivery
Saturday 31st December 2022	Closed	N/A	No deliveries
Sunday 1st January 2023	Closed	N/A	No deliveries
Monday 2nd January 2023	Closed	N/A	No deliveries
Tuesday 3rd January 2023	Open	Standard	No deliveries
Wednesday 4th January 2023	Normal Day	Standard	Standard delivery of orders placed up to 10am cut-off on Friday 30th Dec 2022 through to Tuesday 3rd January 2023

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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 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.



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