

Alliance Healthcare UK Easter Holiday Opening 2023

For Pharmacy/Retail – England and Wales

Date	Working	Cut-off	Delivery
Thursday 6th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Friday 7th April 2023	Closed	Standard	No deliveries. Emergency call out service only
Saturday 8th April 2023	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on Thursday 6th April.
Sunday 9th April 2023	Closed	N/A	No deliveries. Emergency call out service only
Monday 10th April 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 11th April 2023	Normal Day	N/A	Normal



Alliance Healthcare - keeping you informed

Over the Easter 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 Pharmacy/Retail – Scotland details.

Alliance Healthcare UK Easter Holiday Opening 2023

For Pharmacy/Retail – Scotland

Date	Working	Cut-off	Delivery
Thursday 6th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Friday 7th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 8th April 2023	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on Friday 7th April.
Sunday 9th April 2023	Closed	N/A	No deliveries. Emergency call out service only
Monday 10th April 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 11th April 2023	Normal Day	N/A	Normal



Alliance Healthcare - keeping you informed

Over the Easter 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 Pharmacy/Retail – Northern Ireland details.

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Alliance Healthcare UK Easter Holiday Opening 2023

For Pharmacy/Retail – Northern Ireland

Date	Working	Cut-off	Delivery
Thursday 6th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Friday 7th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 8th April 2023	Normal Day	N/A	AM delivery of orders placed up to normal cut-off on Friday 7th April.
Sunday 9th April 2023	Closed	N/A	No deliveries. Emergency call out service only
Monday 10th April 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 11th April 2023	Closed	N/A	No deliveries. Emergency call out service only



Alliance Healthcare - keeping you informed

Over the Easter 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.

Alliance Healthcare UK Easter Holiday Opening 2022-2023

For Pharmacy/Retail – NWOS

Date	Working	Cut-off	Delivery
Thursday 6th April 2023	Normal Day	Standard	Standard next working day delivery
Friday 7th April 2023	Closed	N/A	No deliveries
Saturday 8th April 2023	Normal Day	N/A	No deliveries
Sunday 9th April 2023	Closed	N/A	No deliveries
Monday 10th April 2023	Closed	N/A	No deliveries
Tuesday 11th April 2023	Normal Day	Standard	Standard next working day delivery



Alliance Healthcare - keeping you informed

Over the Easter 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 Pharmacy/Retail – Isle of Man details.

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Alliance Healthcare UK Easter Holiday Opening 2022-2023

For Pharmacy/Retail – Isle of Man

Date	Working	Cut-off	Delivery
Thursday 6th April 2023	Normal Day	Standard	Standard next working day delivery
Friday 7th April 2023	Closed	Standard	No deliveries
Saturday 8th April 2023	Normal Day	N/A	No deliveries
Sunday 9th April 2023	Normal Day	N/A	No deliveries
Monday 10th April 2023	Closed	N/A	No deliveries
Tuesday 11th April 2023	Normal Day	N/A	No deliveries
Wednesday 12th April 2023	Normal Day	Standard	Standard next working day delivery



Alliance Healthcare - keeping you informed

Over the Easter 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.

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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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