

Alliance Healthcare UK

Early May Bank Holiday Opening Hours 2023

For Hospitals – England and Wales

Date	Working	Cut-off	Delivery
Friday 28th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 29th April 2023	Normal Day	N/A	Standard AM and PM deliveries Standard cut-off for medical deliveries
Sunday 30th April 2023	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 1st May 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 2nd May 2023	Normal Day	Standard	AM deliveries of orders placed up to normal cut off on Sunday 30 April 2023. PM delivery as normal.



Alliance Healthcare - keeping you informed

Over the 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

Early May Bank Holiday Opening Hours 2023

For Hospitals – Scotland

Date	Working	Cut-off	Delivery
Friday 28th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 29th April 2023	Normal Day	N/A	Standard AM and PM deliveries Standard cut-off for medical deliveries
Sunday 30th April 2023	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 1st May 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 2nd May 2023	Normal Day	Standard	AM deliveries of orders placed up to normal cut off on Sunday 30 April 2023. PM delivery as normal.



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Please see next page for Northern Ireland details.

Alliance Healthcare UK

Early May Bank Holiday Opening Hours 2023

For Hospitals – Northern Ireland

Date	Working	Cut-off	Delivery
Friday 28th April 2023	Normal Day	Standard	Standard AM and PM deliveries Standard cut-off for medical deliveries
Saturday 29th April 2023	Normal Day	N/A	Standard AM and PM deliveries Standard cut-off for medical deliveries
Sunday 30th April 2023	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 1st May 2023	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 2nd May 2023	Normal Day	Standard	AM deliveries of orders placed up to normal cut off on Sunday 30 April 2023. PM delivery as normal.



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Over the 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.

Alliance Healthcare UK

Early May Bank Holiday Opening Hours 2023

For Hospitals – NWOS

Date	Working	Cut-off	Delivery
Friday 28th April 2023	Normal Day	Standard	Standard next working day delivery
Saturday 29th April 2023	Normal Day	N/A	Standard next working day delivery
Sunday 30th April 2023	Normal Day	Standard	No deliveries
Monday 1st May 2023	Closed	N/A	No deliveries
Tuesday 2nd May 2023	Normal Day	Standard	Standard next working day delivery



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Over the 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