

Alliance Healthcare UK

Spring Bank Holiday Opening Hours 2024

For Pharmacy/Retail – England and Wales

Date	Working	Cut-off	Delivery
Friday 24th May 2024	Normal Day	Standard	Standard AM and PM deliveries
Saturday 25th May 2024	Normal Day	N/A	AM delivery of all orders up to standard cut off on the evening of Friday 24th May 2024
Sunday 26th May 2024	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 27th May 2024	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 28th May 2024	Normal Day	Standard	Standard AM and PM deliveries



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 Pharmacy/Retail – Scotland details.

Alliance Healthcare UK

Spring Bank Holiday Opening Hours 2024

For Pharmacy/Retail – Scotland

Date	Working	Cut-off	Delivery
Friday 24th May 2024	Normal Day	Standard	Standard AM and PM deliveries
Saturday 25th May 2024	Normal Day	N/A	AM delivery of all orders up to standard cut off on the evening of Friday 24th May 2024
Sunday 26th May 2024	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 27th May 2024	Closed	N/A	No deliveries. Emergency call out service only
Tuesday 28th May 2024	Normal Day	Standard	Standard AM and PM deliveries



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Spring Bank Holiday Opening Hours 2024

For Pharmacy/Retail – Northern Ireland

Date	Working	Cut-off	Delivery
Friday 24th May 2024	Normal Day	Standard	Standard AM and PM deliveries
Saturday 25th May 2024	Normal Day	N/A	AM delivery of all orders up to standard cut off on the evening of Friday 24th May 2024
Sunday 26th May 2024	Normal Day	Standard	No deliveries. Emergency call out service only
Monday 27th May 2024	Normal Day	Standard	Standard AM and PM deliveries
Tuesday 28th May 2024	Normal Day	Standard	Standard AM and PM deliveries



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Spring Bank Holiday Opening Hours 2024

For Pharmacy/Retail – NWOS

Date	Working	Cut-off	Delivery
Friday 24th May 2024	Normal Day	Standard	Standard next day deliveries
Saturday 25th May 2024	Normal Day	N/A	Standard next day deliveries
Sunday 26th May 2024	Normal Day	Standard	No deliveries
Monday 27th May 2024	Closed	N/A	No deliveries
Tuesday 28th May 2024	Normal Day	Standard	Standard next day deliveries



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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.

